



WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE #A
RENO, NEVADA 89502
CENTER: (775) 353-8900
DISPATCH: (775) 322-3647
FAX: (775) 353-8905
www.washoeanimals.com

Date 9/25/19

MuckRock News ATTN: Michelle Laquindanum
DEPT MR 80617
411A Highland Ave.
Sommerville, MA 02144-2516

Re: Public Records Request

Dear Michelle Laquindanum,

Washoe County Regional Animal Services ("WCRAS") received your public records request on September 23, 2019. In this request, you have asked for:

1. Any reports of violations in Washoe County from 2016, 2017, 2018 and 2019 which can be found in Washoe County Code Chapter 55.070.
2. Any reports of violations in Washoe County's Sierra Safari Zoo and Animal Ark from 2016, 2017, 2018 and 2019 which can be found in Washoe County Code Chapter 55.070.
3. Any reports of premise inspections in Sierra Safari Zoo and Animal Ark from 2016, 2017, 2018, 2019 which can be found in Washoe County Chapter 55.400.

In response to this request, WCRAS provides the following:

1. All reported violations and premise inspections for Sierra Safari Zoo from 2016, 2017, 2018 and 2019
 - a. A16-170521
 - b. A16-175305
 - c. A17-202729
 - d. A17-240806
 - i. Included photos and statements
 - ii. B17-012468 and photos
 - iii. P276174
 - iv. A368849
 - e. A19-240122
 - f. A19-242963
 - i. Included photos
2. All reported violations and premise inspections for Animal Ark from 2016, 2017, 2018 and 2019
 - a. A17-205180
 - i. Included documents



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Please note that you have requested confidential information concerning the identity of a person or persons who made a report of alleged animal cruelty to our department. Pursuant to NRS 574.053:

Any person who knows or has reasonable cause to believe that an animal has been subjected to an act of cruelty in violation of NRS 574.100 may report the act of cruelty to any:

- (a) Peace officer;
- (b) Officer of a society for the prevention of cruelty to animals who is authorized to make arrests pursuant to NRS 574.040; or
- (c) Animal control officer.

NRS 574.053(2) further indicates that:

Any person, law enforcement agency, society for the prevention of cruelty to animals or animal control agency that willfully releases data or information concerning the identity of a person who made a report pursuant to subsection 1, except for the purposes of a criminal investigation or prosecution, is guilty of a misdemeanor.

Thus, WCRAS cannot legally release information concerning the identity of a person or persons reporting alleged acts of animal cruelty. Accordingly, and in compliance with NRS 574.053(2), the information being provided to you may have been redacted to protect the identity of the reporting complainants.

Thank you for your public records request. If you have any questions, please contact WCRAS at 775-322-3647

Sincerely,

Shyanne Schull
Director, Washoe County Regional Animal Services

WASHOE COUNTY
CERTIFICATION OF PUBLIC RECORDS FORM
(Pursuant to Nevada Revised Statute 239.030)



This form should be completed upon request of any person seeking copies of a public record and provided at no charge unless a fee is otherwise provided for in state law.

I hereby certify that the public record(s) listed below provided to

MuckRock News : Michelle Laguindanan are a full, true, correct copy of the record on file
in the office of WCKAS, on this September
24th day of 2019.

Records provided:

1. All records for Sierra Safari Zoo from 2016-2019
2. All records for Animal Ark from 2016-2019
3. _____
4. _____
5. _____

Signed: B. Tavenor

Title: Field Supervisor

Date: 9/24/19

MUCKROCK NEWS
DEPT MR 80617
411A HIGHLAND AVE
SOMERVILLE MA 02144-2516

006267 6267 1 MB 0.428
T19 P1 *****AUTO**MIXED AADC 601
WASHOE COUNTY REGIONAL ANIMAL SERVICES
NEVADA PUBLIC RECORDS ACT OFFICE
2825 LONGLEY LN STE A
RENO NV 89502-4914



September 18, 2019

This request was originally submitted via email to pets@washoecounty.us (error). It was never acknowledged. Due to issues with the original communication method, we are now directing this request to you.

To Whom It May Concern:

Pursuant to the Nevada Public Records Act, I hereby request the following records:

- Any reports of violation in Washoe County from 2016, 2017, 2018 and 2019 which can be found in Washoe County Code Chapter 55.070.
- Any reports of violation in Washoe County's Sierra Safari Zoo and Animal Ark from 2016, 2017, 2018 and 2019 which can be found in Washoe County Code Chapter 55.070.
- Any reports of premise inspections in Sierra Safari Zoo and Animal Ark from 2016, 2017, 2018 and 2019 which can be found in Washoe County Code Chapter 55.400.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 5 business days, as the statute requires.

Sincerely,

Michelle Laquindanum

Filed via MuckRock.com
E-mail (Preferred): 80617-90463774@requests.muckrock.com

For mailed responses, please address (see note):
MuckRock News
DEPT MR 80617

41076328-006267-01-01-00





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Records Request for: A16-170521

Sequence: 1

Type of Call: WELFARE - NEGLECT - DEER

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: PEND

Dispatcher: SBERRY

Original Call: 6/22/16 12:29 New Sequence: 6/25/16 7:39 Dispatched: 6/25/16 7:39

Respdng Officer: OFFICER BROOKS

Enroute: On Scene: Completed: 6/25/16 8:28

Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Sequence: 2

Type of Call: WELFARE - NEGLECT - DEER

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: PEND

Dispatcher: cwalker

Original Call: 6/22/16 12:29 New Sequence: 7/4/16 12:41 Dispatched: 7/4/16 12:41

Respdng Officer: OFFICER BROOKS

Enroute: On Scene: Completed: 7/4/16 12:43

Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Records Request for: A16-170521

Sequence: 3

Type of Call: WELFARE - NEGLECT - DEER

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: PEND

Dispatcher: jbrooks

Original Call: 6/22/16 12:29 **New Sequence:** 7/7/16 0:00

Dispatched: 7/7/16 6:57

Respnding Officer: SCHULTZ

Enroute: **On Scene:**

Completed: 7/20/16 13:17

Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Sequence: 4

Type of Call: WELFARE - NEGLECT - DEER

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: PEND

Dispatcher: aschultz

Original Call: 6/22/16 12:29 **New Sequence:** 7/21/16 0:00

Dispatched: 7/21/16 9:53

Respnding Officer: OFFICER BROOKS

Enroute: **On Scene:**

Completed: 7/24/16 13:49

Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Records Request for: A16-170521

Sequence: 5

Type of Call: WELFARE - NEGLECT - DEER **Status:** COMPLETED
Caller Phone #: [REDACTED]
Address of Activity: 10200 N VIRGINIA ST **Common name:** SIERRA SAFARI ZOO
Cross Streets: / **Actions Taken:** PEND
Jursidiction/Beat Code: WASHOE - 6
Dispatcher: jbrooks
Original Call: 6/22/16 12:29 **New Sequence:** 8/1/16 0:00 **Dispatched:** 8/1/16 8:13
Respdng Officer: OFFICER BROOKS **Completed:** 8/1/16 8:22
Enroute: **On Scene:**
Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.
Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Sequence: 6

Type of Call: WELFARE - NEGLECT - DEER **Status:** COMPLETED
Caller Phone #: [REDACTED]
Address of Activity: 10200 N VIRGINIA ST **Common name:** SIERRA SAFARI ZOO
Cross Streets: / **Actions Taken:** COMP
Jursidiction/Beat Code: WASHOE - 6
Dispatcher: jbrooks
Original Call: 6/22/16 12:29 **New Sequence:** 8/4/16 0:00 **Dispatched:** 8/5/16 9:24
Respdng Officer: OFFICER BROOKS **Completed:** 8/5/16 11:06
Enroute: **On Scene:**
Comments: RP ANONYMOUS - SAYS SIKA DEER AND FALLOW DEER ARE EXTREMELY UNDERWEIGHT AND HAVE "DISEASE-LOOKING THINGS" ON THEIR NECK.
Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

ACTIVITY A16-170521

Memo ID #: M16-192435

08/05/16 11:06 WILL FOLLOW UP WITH AN INSPECTION DURING THE COMMERCIAL
PERMIT ROLLOUT PER 6K20. 6K47



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Records Request for: A16-175305

Sequence: 1

Type of Call: WELFARE - UNSANITARY - OTHER

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: NOA

Dispatcher: ASCHULTZ

Original Call: 8/17/16 15:27 **New Sequence:** 8/18/16 14:01 **Dispatched:** 8/18/16 14:01

Respnding Officer: SCHULTZ

Enroute: **On Scene:** **Completed:** 8/18/16 18:15

Comments: [REDACTED] (ND HAND INFO)- SAW A MONKEY WITH A RAW BOTTOM, LION THAT LOOKED ALMOST DEAD, NO WATER, FECES EVERYWHERE

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

ACTIVITY A16-175305

Memo ID #: M16-193274

08/18/16 18:14 Per 6k23, been up there multiple times. Never been out of compliance. NOA. 6k61



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Records Request for: A17-202729

Sequence: 1

Type of Call: WELFARE - NEGLECT - LIVESTCK-L

Status: COMPLETED

Caller Phone #:

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: UNFND

Dispatcher: TFOX

Original Call: 8/25/17 17:10 **New Sequence:** 8/25/17 17:10 **Dispatched:** 8/26/17 8:08

Respdng Officer: OFFICER BROOKS

Enroute: 8/26/17 10:14 **On Scene:** 08/26/17 10:36 **Completed:** 8/26/17 10:51

Comments: [REDACTED] MALE CAMEL, SINGLE HOUSED, COVERED IN FLIES, SEEMED UNABLE TO WALK, FOAMING AT MOUTH

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

ACTIVITY A17-202729

Memo ID #: M17-217489

08/26/17 10:43 I MADE CONTACT WITH ZOO STAFF WHO DIRECTED ME TO THE CAMEL. LARGE MALE WHO HAS A TORN LIGAMENT. HE IS BEING TREATED BY COMSTOCK VET AND IS ON ANTI INFLAMMITORY AND PAIN MEDS. THE CAMEL WAS LAYING DOWN WITH HEAD UP DURING THIS RESPONSE. HE APPEARED ALERT AND HAD APPROPRIATE WEIGHT FOR THIS SPECIES. THERE WAS A SMALL AMOUNT OF FROTH AROUND HIS MOUTH WHICH IS NORMAL FOR THIS SPECIES. I DID NOT SEE AND ABUNDANCE OF FLIES. THERE WAS WATER AND FOOD AVAILABLE. 6K47



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Records Request for: A17-210805

Sequence: 1

Type of Call: BITE INVST - EXOTIC - OTHER

Status: COMPLETED

Caller Phone #:

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: BTQUA

Dispatcher: KLINDQUI

Original Call: 12/7/17 10:26 **New Sequence:** 12/7/17 10:26 **Dispatched:** 12/7/17 10:51

Respnding Officer: OFFICER MALOY

Enroute: 12/7/17 10:53 **On Scene:** 12/07/17 11:24 **Completed:** 12/7/17 14:46

Comments: RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: ZOO SIERRA SAFARRI, 10200 N VIRGINIA ST, (775) 677-1104

Animal Information if Available: A368849 CESAR: OLD, MALE, WHITE / BLACK, TIGER

Sequence: 2

Type of Call: ASSIST - ACO - OTHER

Status: COMPLETED

Caller Phone #:

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: ASSIS

Dispatcher: KLINDQUI

Original Call: 12/7/17 10:26 **New Sequence:** 12/7/17 10:26 **Dispatched:** 12/7/17 13:15

Respnding Officer: OFFICER MALOY

Enroute: **On Scene:** 12/07/17 11:23 **Completed:** 12/7/17 13:54

Comments: RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Records Request for: A17-210805

Sequence: 3

Type of Call: BITE INVST - EXOTIC - OTHER **Status:** COMPLETED
Caller Phone #:
Address of Activity: 10200 N VIRGINIA ST
Cross Streets: / **Common name:** SIERRA SAFARI ZOO
Jursidiction/Beat Code: WASHOE - 6 **Actions Taken:** BTSO
Dispatcher: aballam
Original Call: 12/7/17 10:26 **New Sequence:** 12/18/17 8:27 **Dispatched:** 12/18/17 11:46
Respdng Officer: BALLAM
Enroute: 12/18/17 11:54 **On Scene:** 12/18/17 12:18 **Completed:** 12/18/17 12:59
Comments: RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER*** ISSUE BACK TO 6K35 OR 6K38*****
Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Owner Information if Available: ZOO SIERRA SAFARRI, 10200 N VIRGINIA ST, (775) 677-1104
Animal Information if Available: A368849 CESAR: OLD, MALE, WHITE / BLACK, TIGER

Sequence: 4

Type of Call: BITE INVST - EXOTIC - OTHER **Status:** COMPLETED
Caller Phone #:
Address of Activity: 10200 N VIRGINIA ST
Cross Streets: / **Common name:** SIERRA SAFARI ZOO
Jursidiction/Beat Code: WASHOE - 6 **Actions Taken:** BTSO
Dispatcher: aballam
Original Call: 12/7/17 10:26 **New Sequence:** 12/18/17 8:27 **Dispatched:** 12/18/17 12:52
Respdng Officer: BALLAM
Enroute: 12/18/17 12:53 **On Scene:** 12/18/17 12:53 **Completed:** 12/18/17 12:59
Comments: RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER
Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE
Owner Information if Available: ZOO SIERRA SAFARRI, 10200 N VIRGINIA ST, (775) 677-1104
Animal Information if Available: A368849 CESAR: OLD, MALE, WHITE / BLACK, TIGER

Records Request for: A17-210805

Sequence: 5

Type of Call: ASSIST - ACO - OTHER

Status: COMPLETED

Caller Phone #:

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: ASSIS

Dispatcher: SBERRY

Original Call: 12/7/17 10:26 **New Sequence:** 12/18/17 8:27 **Dispatched:** 12/18/17 11:24

Respnding Officer: OFFICER BROOKS

Enroute: 12/18/17 12:01 **On Scene:** 12/18/17 12:19 **Completed:** 12/18/17 12:39

Comments: RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: ZOO SIERRA SAFARRI, 10200 N VIRGINIA ST, (775) 677-1104

Animal Information if Available: A368849 CESAR: OLD, MALE, WHITE / BLACK, TIGER

Memo

ACTIVITY A17-210805

Memo ID #: M17-226327

12/07/17 11:56 Status check, both units code 4. 6K25

12/07/17 13:56 Officer Maloy and I arrived on scene and Sierra Safari Zoo and made contact with caretaker Jimmy and manager Wilson (815-3073). Wilson told us that community service worker Christopher Turner (P276174) that was working at the zoo for the day was on a break and was told by Wilson to stay in the public viewing area of the zoo. Wilson told us he heard Christopher screaming and he and another zoo employee ran over and Christopher was bleeding from the finger. They said they applied pressure to the injury and then Christopher passed out so they laid him down on the ground. The employees said that Christopher told them he jumped the public safety fence to the Tiger enclosure and put his fingers in to pet the tiger and the Tiger bit his finger off and he wasn't sure which tiger it was. We collected statements from the employees. Wilson then escorted us to the Tiger enclosure where a male white Tiger Cesar (A368849) and a female white tiger Crystal (A368851) share an enclosure. When we approached the enclosure Crystal ran to the back and Cesar walked right up to the fence. I did not observe any blood on either of the tiger's mouths or the ground around the enclosure. I photographed both tigers. Wilson said the tigers do not have any vaccinations as it is not a regular practice to vaccinate tigers. I advised Wilson that we will do 10 day quarantine and be back in 10 days to sign the tigers off quarantine. Officer Maloy and I then met with the victim Christopher Turner at Renown where he was heavily sedated. Christopher said he jumped the fence because he wanted to pet the tiger and he is not sure which one but one of the tiger bit his finger off. I photographed his middle finger which was bit off at the tip. I was unable to collect a statement from Christopher.

I phoned Cindy at the Health Department and they told me that they would need a bite report faxed over and that we should call Vector Control and NDOW to make sure if they need anything. I faxed bite report to Health Department. I phoned Jeff at Vector Control and he said we will do everything like regular quarantine but he will need to know if the tiger dies during quarantine. I also phoned Katie at NDOW and she said they do not need to be notified as the tigers are not native to the area. 6k35

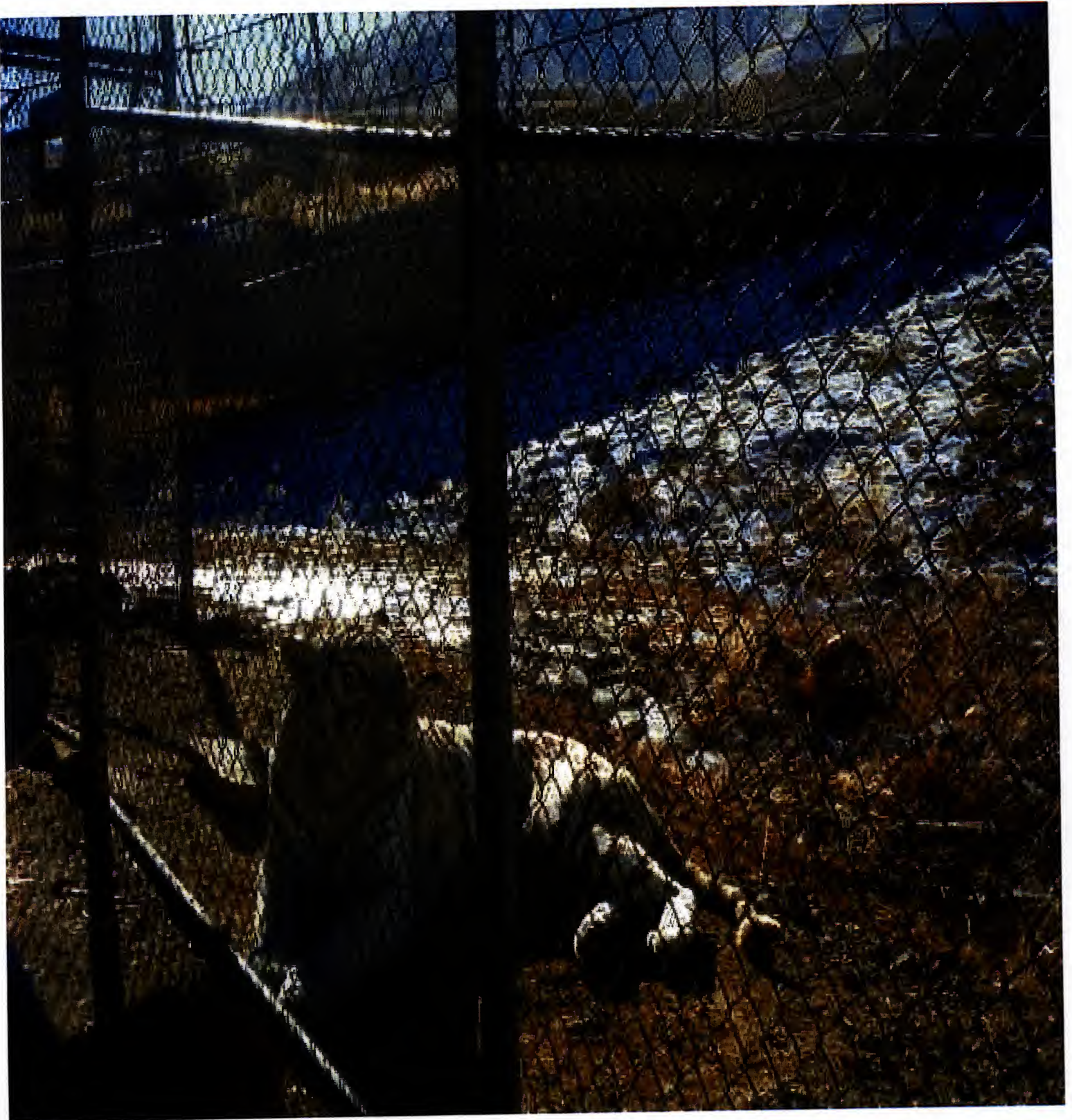
ACTIVITY A17-210805

Memo ID #: M17-227129

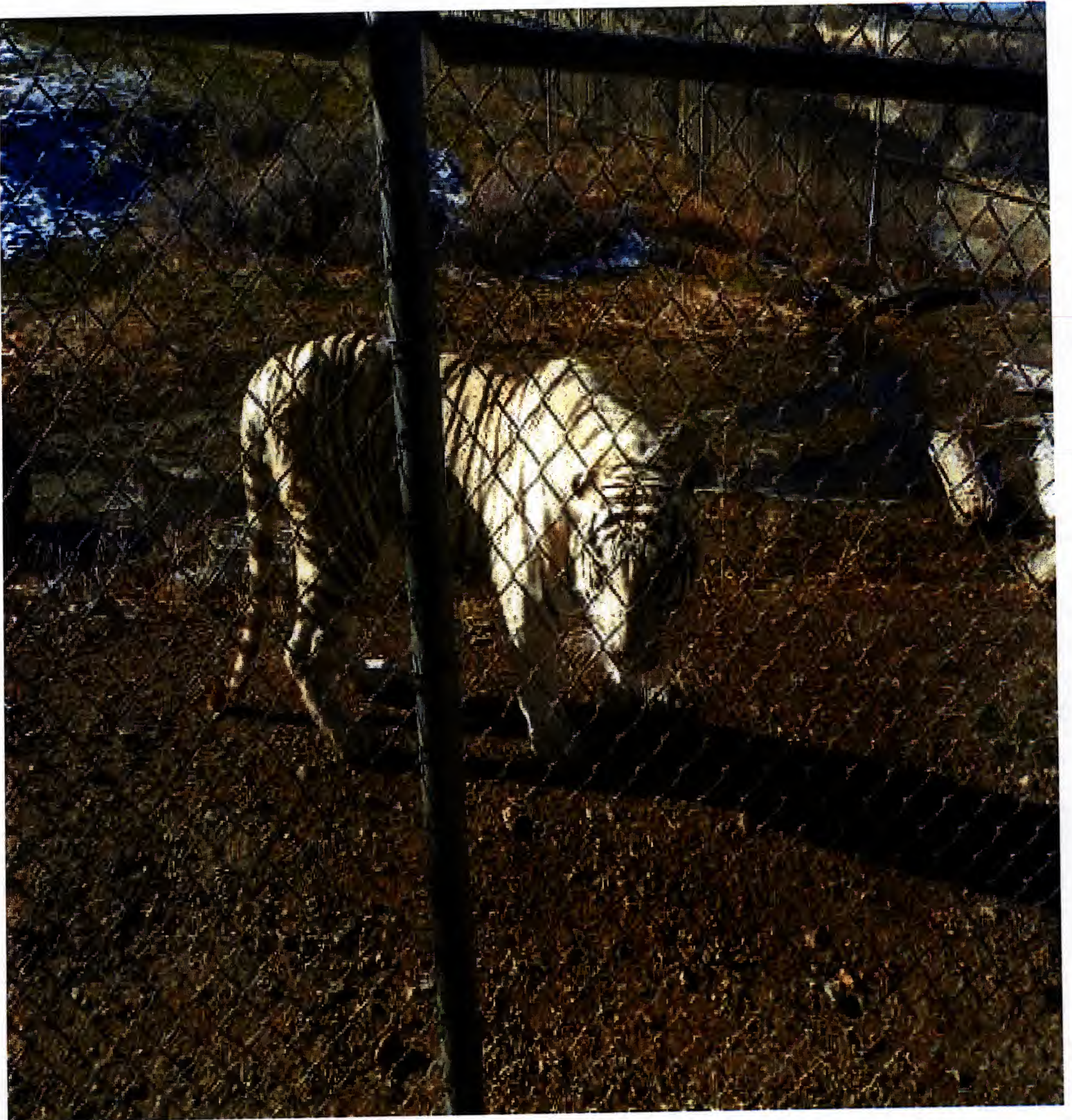
12/18/17 12:39 ASSISTED WITH ABR SIGN OFF. 6K47

12/18/17 12:53 Supervisor Lamun, Officer Brooks and I all met with Wilson the manager at Sierra Safari Zoo. Wilson showed us to the enclosure where both tigers are kept. I signed both tigers off quarantine and issued a ABR sign off for each tiger to Wilson. Wilson advised us that zoo employees do not leave any of the community service workers unsupervised anymore and they speak with the workers when they first arrive about not putting their hands or fingers in the cages. 6k35



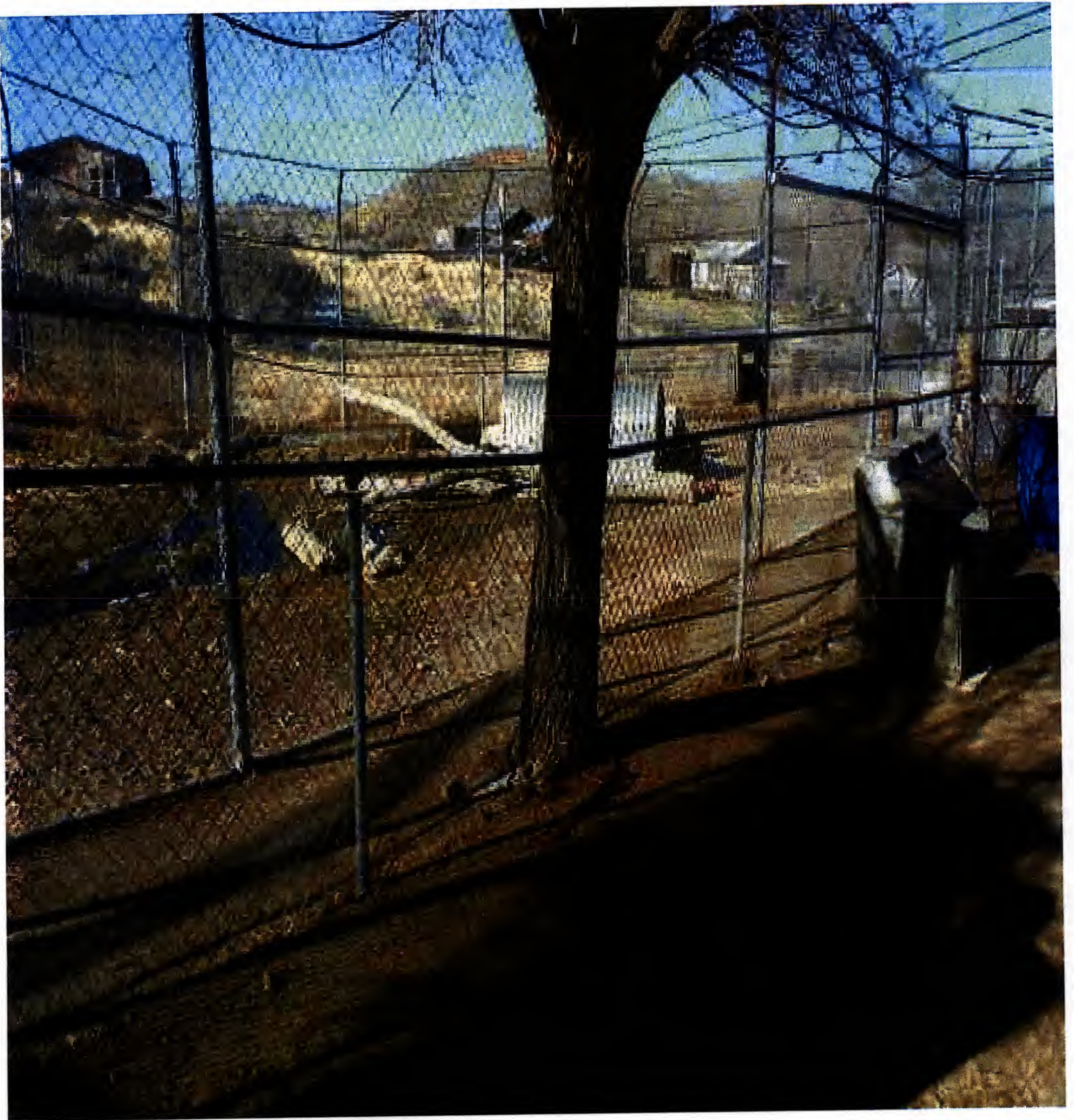


















 WASHOE COUNTY REGIONAL ANIMAL SERVICES		17 DEC 7 PM 1:19 FOR OFFICE USE ONLY: ACTIVITY NO A17-210805
PERSON MAKING THE STATEMENT		
NAME (PRINT) Wilson Denicco		DATE OF THIS REPORT 12/7/2017
STREET ADDRESS (RESIDENCE) 895 Sage View Drive		(CITY, STATE, ZIP)
HOME PHONE (775) 356-3609	CELL PHONE (775) 815-3073	
MAILING ADDRESS IF DIFFERENT		(CITY, STATE, ZIP) Reno, NV, 89506
PLACE OF EMPLOYMENT Sierra Safari Zoological Society		WORK PHONE 775-677-1104
WORK ADDRESS 10200 North Virginia Street		(CITY, STATE, ZIP)
COMPLAINANT	VICTIM	WITNESS
		X
OFFICER		
LOCATION WHERE INCIDENT OCCURRED Sierra Safari Zoo		
WRITTEN STATEMENT		

I Broke Christopher for his first break of the work day. He asked if he could walk around the zoo and check out the zoo since it was his first time at the zoo. I then walked him from our tool area up to the public pathway and clearly told him to stay only in our public pathway inside the public pathways, told him clearly that he was not allowed thru any gates thru any fences or to hop any fences. He said ok like he understood me. I then proceeded back to the tool area to prepare for next chores. I broke him at 10:20 and at 10:28 I heard a scream coming from the kitchen/porch area. I then rushed back up to see what happened. I came into find Christopher holding his hand and my volunteer Julie already assessing the situation. I then proceeded to examine his hand seeing that his left hand middle finger tip removed from the finger nail tip start to the end of his finger tip removed. I heard him say he tried to get a tiger. I then asked him how'd he get that close and he stated I hoped a fence to get to them after calling 911 and seeing him off I proceed to check the tigers enclosure and Jimmie Martin was there to witness that all gates and fences were locked up properly and only way to get them was thru hopping a fence.

Number of pages in statement

Signature **X**

 WASHOE COUNTY REGIONAL ANIMAL SERVICES		12 DEC 7 PM 1:19 FOR OFFICE USE ONLY: ACTIVITY NO A17-210805
PERSON MAKING THE STATEMENT		
NAME (PRINT) JULIE CERNE		DATE OF THIS REPORT 12/7/17
STREET ADDRESS (RESIDENCE) 17910 TIMBER GROVE COURT		(CITY, STATE, ZIP) RENO, NV 89508
HOME PHONE (775) 772-9660	CELL PHONE ()	
MAILING ADDRESS IF DIFFERENT SAME		(CITY, STATE, ZIP)
PLACE OF EMPLOYMENT SIERRA SAFARI ZOO		WORK PHONE 775-677-1101
WORK ADDRESS 10200 N. VIRGINIA STREET		(CITY, STATE, ZIP) RENO, NV 89506
COMPLAINANT	VICTIM	WITNESS
		X
OFFICER LOCATION WHERE INCIDENT OCCURRED		
WRITTEN STATEMENT on December 7, 2017		

at approximately 10:30 AM Chris, Community Service, came running up to building screaming & bleeding saying he got bit by that white thing. Initially I thought it was the white peacock, then the zebra. Then Chris stated he jumped the fence & it was the white tiger. I applied pressure to the left middle finger & had him sit down. He stood up, was hyperventilating & passed out for about 5 seconds. Wilson & I laid him down, elevated feet, & covered with blanket while keeping pressure on finger. Wilson called 911. Ambulance & fire dept arrived & transported Chris to Reno. The injury to the left middle finger was a little bit of the tip of finger bit off. Chris stated he was taking WELL BUTRIN.

Number of pages in statement 1Signature **X Julie Cerne**



SIERRA SAFARI ZOO

Incident Report

Date of Injury: 12/7/17 '17 DEC 7 PM 1:13Name of Injured Party: CHRISTOPHER TURNER

If Juvenile; Name of Guardian/Responsible Party: _____

Date of Birth; if Juvenile: [REDACTED] [REDACTED]Residence of Injured Party: 6819 FLOWER ST City: RENOState: NV Zip: 89506 Phone: 775 378 5193

Circumstances of Injury/Explain in Detail:

Q 1030 LEFT HAND MIDDLE FINGER
TIP BIT OFF. JUMPED FENCE TO
TIGERS & TRIED TO PET ONE OF THEM

Need of Ambulance/Paramedic? YES X NO _____ Explain Circumstances:

AMBULANCE TAKING TO RENO.

Signature: UNABLE TO SIGN Date: _____By: [Signature] Date of Report 12/7/17
Shift Supervisor

When Incident is serious please Fax to Dick Simmonds at: 784-4201
All reports are brought to the attention of the General Manager.

10200 North Virginia Street Reno, NV 89506 775-677-1101



United States Department of Agriculture

A17-210805

January 2, 2018

Animal and
Plant Health
Inspection
Service

Cindy Doak
cdoak@washoecounty.us

Animal Care

Dear Complainant:

Thank you for your correspondence dated 12/11/2017 concerning Sierra Safari Zoo. Your concern has been issued number AC-145. **If you wish to know the results of our findings, you must send a request, in writing, to our Freedom of Information Act office. Depending on the circumstances of the situation, please allow us enough time (30 to 60 days) to thoroughly look into your concerns.**

FOIA requests can be submitted three ways--

1. Web Request Form: <https://efoia-pal.usda.gov/App/Home.aspx>
2. Fax: 301-734-5941
3. US Mail: USDA, APHIS, FOIA
4700 River Road, Unit 50
Riverdale, MD 20737

Should you have any questions regarding the APHIS FOIA process or need assistance using the Web Request Form please contact APHIS FOIA at 301-851-4102

Animal Care is the division of the U.S. Department of Agriculture (USDA) that is responsible for the enforcement of the Animal Welfare Act. The Act provides minimum standards for the humane care and use of animals at USDA licensed or registered facilities.

Animal Care inspectors conduct routine unannounced inspections at all USDA licensed and registered facilities to ensure that they are meeting or exceeding these minimum standards. Our inspectors also conduct searches for unlicensed facilities conducting regulated activities. We perform inspections and searches when necessary in response to valid concerns and complaints received from the public to ensure the well-being of the animals and compliance with the law. If violations are found, enforcement action appropriate for the circumstances will be initiated.

Please be assured that we will look into your concerns and take appropriate action if necessary.

Thank you for your interest in the welfare of these animals.

Sincerely,

Craig Nowakowski
Director of Program Support
USDA APHIS Animal Care

An Equal Opportunity Provider and Employer



WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE, STE. A
RENO, NEVADA 89502
CENTER: (775) 353-8900
FAX: (775) 353-8905
www.washoeanimals.com

POSSIBLE RABIES EXPOSURE REPORT

Exposure Information

REPORT NUMBER: B17-012468
DATE OF EXPOSURE: 12/7/2017
QUARANTINED ON: 12/7/2017
QUARANTINE END: 12/18/2017 ABATED BY BALLAM
QUARANTINE LOCATION: ZOO

Animal Information

ANIMAL ID: A368849
CESAR, NO AGE OLD MALE OTHER
WHITE AND BLACK, TIGER
VALID VACCINATION: NO

Victim Information

CHRISTOPHER TURNER
6819 FLOWER ST
RENO, NV 89506
(775) 378-5193 (775) 972-0199

Guardian Information

VICTIM AGE: YEARS
SEVERITY: SEVERE PART OF BODY EXPOSED: L MIDDLE
CIRCUMSTANCE OF BITE: PETTING

Owner Information

ZOO SIERRA SAFARRI
10200 N VIRGINIA ST
RENO, NV 89506
PHONE: (775) 677-1104

Animal Disease Lab Finding

SPECIMEN #:
EXAM DATE:
FINDINGS:

Comments

Initials: _____
Cc: to V _____
Cc: to WCHD _____

WASHOE COUNTY DISTRICT HEALTH DEPT.
VECTOR-BORNE DISEASES PROGRAM - 775-785-4880
WASHOE COUNTY REGIONAL
ANIMAL CONTROL
775-363-8900 - FAX 775-363-8905

CHAMELEON NO.

A17-810805
B17-02468 & B17-012469

PLEASE PRINT CLEARLY

POSSIBLE RABIES EXPOSURE REPORT

Exposed Person's Name Christopher Turner Age _____ Phone 378-5193 Work _____

Parent/Guardian _____

Address 6819 Flower St City Reno Zip NV

Exposure Occurred At Sierra Safari Zoo Date Exposed 12-07-17 Time 10:26 am PM ☐ AM ☒

How Exposure Occurred Christopher tried to pet the tiger and the tiger bit his finger

Body Part Exposed middle finger Severity of Exposure Severe

Treatment Given: ☐ Yes ☐ No Hospital/Physician Reno WCHD WCHD Phone 322-3647 Date 12-7-17

Signature of Exposed Person or Person Reporting Amber Ballman Phone _____ Date 12-7-17

THIS INFORMATION IS ACCURATE TO THE BEST OF MY KNOWLEDGE AND BELIEF

Remarks Christopher is not sure when tiger so both are quarantined. *12 DEC 7 PM 2:11

QUARANTINE NOTICE AND RELEASE

ANIMAL ID NO. _____

☐ Stray ☒ Wild

Owner/Responsible Name Sierra Safari Zoo Phone 677-1104 Work _____

Address 10300 N Virginia St City Reno Zip 89506

Species tiger Breed Amur Color white Age _____ Sex m Name Cesar and Crystal

Animal Outside Area in Last 6 Months: ☐ Yes ☒ No ☐ Unknown If yes, where _____

Other Animal Contacts _____

How Long Owned 3 yrs Animal's Behavior/Health Normal Vet/Clinic _____

Current Tag Number _____ Expiration Date _____ Vet/Clinic _____

Animal Quarantined At Sierra Safari Zoo Date Quarantined 12-7-17 Last Confinement Date _____

WCRAS quarantine fees: boarding \$10 per day; exam \$35; if required, rabies vaccination and licensing are additional. Animal Owner Initials _____

I fully understand the quarantine regulations (WCC: 55.610) and agree to keep my animal in confinement for the required period of time. I further agree to comply with any additional measures that may be required by the WCDHD and to notify Animal Services if the animal becomes lost, sick or dies. Confinement means: "RESTRICTION OF AN ANIMAL TO A BUILDING OR OTHER ENCLOSURE IN ISOLATION FROM OTHER ANIMALS AND PERSONS EXCEPT FOR CONTACT NECESSARY FOR ITS CARE."

I agree to have my animal examined by _____ / Authorized Agent on _____
VIOLATION OF WCC: 55.610 IS PUNISHABLE BY A FINE OF UP TO \$1000 AND/OR 6 MONTHS IN JAIL

Signature of Owner or Authorized Representative _____

Date _____

Signature of Quarantining Officer _____

Date _____

ANIMAL MUST BE EXAMINED BY VETERINARIAN OR OTHER AUTHORIZED AGENT ON EXAMINATION DATE.
I certify that the above described animal was examined by me and appears to be free of any symptoms of rabies, to the best of my knowledge and belief.

IF RABIES SHOT GIVEN: Rabies Certificate No. _____ Date _____

Signature of Veterinarian or Authorized Agent and Agency _____
AC-22 (REV 4-09) WCDHD: ORIGINAL: VETERINARIAN: (FAX TO ANIMAL SERVICES 353-8905)

Date _____





WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE, STE. A
RENO, NEVADA 89502
CENTER: (775) 353-8900
FAX: (775) 353-8905
www.washoeanimals.com

PERSON HISTORY REPORT

PERSON DOCUMENT

Printed On: 09/23/19

PERSON INFORMATION

Person ID #: P276174
CHRISTOPHER TURNER
6819 FLOWER ST
RENO, NV 89506

(775) 378-5193
(775) 972-0199

Jursid: RENO



WASHOE COUNTY

REGIONAL ANIMAL SERVICES

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www.washoeanimals.com

ANIMAL HISTORY REPORT

09/23/2019

ANIMAL ID #: A368849

ANIMAL NAME: CESAR

SEX: MALE

BREED: TIGER

D.O.B.:

COLOR: WHITE / BLACK



Tag Screen

<u>Person ID</u>	<u>Tag No</u>	<u>Type</u>	<u>Tag Date</u>	<u>Receipt No</u>	<u>Status</u>	<u>Stamp</u>
P089583	U17-163258	LINK	12/07/17		CURRENT	12/07/17 13:28

Activity Screen

<u>Activity No</u>	<u>Type</u>	<u>Caller ID</u>	<u>Activity Type</u>	<u>Comment</u>	<u>Activity Date</u>
A17-210805	OTHER		BITE INVST EXOTIC	RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER	12/07/2017 10:26
A17-210805	OTHER		ASSIST ACO	RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER	12/07/2017 10:26
A17-210805	OTHER		BITE INVST EXOTIC	RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER*** ISSUE BACK TO 6K35 OR 6K38*****	12/07/2017 10:26
A17-210805	OTHER		BITE INVST EXOTIC	RP WCSO TIGER BIT OFF COMMUNITY SERVICE WORKER'S FINGER	12/07/2017 10:26

Memo Screen

Bite Screen

<u>Bite No</u>	<u>Bite Date</u>	<u>Owner ID</u>	<u>Victim ID</u>	<u>Victim Age</u>	<u>QT Location</u>	<u>Signed off</u>	<u>Vaccinated?</u>
B17-012468	12/07/2017	P089583	P276174		ZOO	BALLAM	NO



WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE, STE. A
RENO, NEVADA 89502
CENTER: (775) 353-8900
FAX: (775) 353-8905
www.washoeanimals.com

Records Request for: A19-240122

Sequence: 1

Type of Call: UNRESTR - AGGRESSIVE - PEAFOWL

Status: COMPLETED

Caller Phone #: (775) 220-6858

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name:

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: NOA

Dispatcher: RWOOSTER

Original Call: 1/30/19 9:39 **New Sequence:** 1/30/19 11:17 **Dispatched:** 1/30/19 11:17

Respnding Officer: LEAD OFFICER SCHULTZ

Enroute: 1/30/19 11:35 **On Scene:** 01/30/19 11:47 **Completed:** 1/30/19 12:17

Comments: RP- RACHAEL WAS AT SSZ ON SUNDAY AT 11AM, PEACOCK ATTACKED HER 2 YEAR OLD SON CAUSING DEEP LACERATIONS AND SENDING HIM TO ER

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

ACTIVITY A19-240122

Memo ID #: M19-258059

01/30/19 12:12 spoke with RP who stated he child was chasing the peacock around a corner and got out of her sight. When she went around the corner the bird jumped up and scratched her child creating a deep cut that required medical attention. She wanted us to make the Zoo post a sign stating the peacock was vicious. I explained to her that there was no law giving me the ability to do so and that this was more of a civil issue between her and the Zoo. We spoke with Maricio the zoo manager who stated he was aware of the incident and that they were considering getting rid of the bird due to the aggression. No enforceable violations as the bird was never off zoo grounds. closing call as No action. 6k22



WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE, STE. A
RENO, NEVADA 89502
CENTER: (775) 353-8900
FAX: (775) 353-8905
www.washoeanimals.com

Records Request for: A19-242963

Sequence: 1

Type of Call: WELFARE - NEGLECT - DOG

Status: COMPLETED

Caller Phone #: [REDACTED]

Address of Activity: 10200 N VIRGINIA ST

Cross Streets: /

Common name: SIERRA SAFARI ZOO

Jursidiction/Beat Code: WASHOE - 6

Actions Taken: UNFND

Dispatcher: WEBACT

Original Call: 3/18/19 12:43 **New Sequence:** 3/19/19 10:45 **Dispatched:** 3/19/19 10:45

Respnding Officer: LEAD OFFICER LAMUN

Enroute: 3/19/19 11:38 **On Scene:** 03/19/19 11:55 **Completed:** 3/19/19 12:15

Comments: WEB COMPLAINT- SEE MEMO

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

FROM WEB A19-242963

Memo ID #: M19-261060

INVESTIGAT

PERSON



ANIMAL

The camels specifically, looked malnourished with hair loss. All animals looked to be in need of better care.

ACTIVITY

Witnessed: 03/09/2019

Reported: 03/18/2019

Description:

all other animals, looked like their living environments weren't adequate and that they were in need of better care, they were pacing back and forth in their small cages.

03/19/19 12:10 Met with Maricio the park manager. He showed me his female camel that is "Blowing" out her winter coat at the moment which looks quite dramatic but is a normal for camalids in spring time. He did state she was also under vet care for a mite issue she had over the winter but that missing hair patch is growing back in now. The facility was clean and I did not see any enforcable wealfare issue on my visit. closing call as unfounded. pics uploade to call. 6k22











WASHOE COUNTY

REGIONAL ANIMAL SERVICES

2825 LONGLEY LANE, STE. A
RENO, NEVADA 89502
CENTER: (775) 353-8900
FAX: (775) 353-8905
www.washoeanimals.com

Records Request for: A17-205180

Sequence: 1

Type of Call: INVESTIGAT - EXOTIC - VARIOUS

Status: COMPLETED

Caller Phone #:

Address of Activity: 1265 DEERLODGE RD

Cross Streets: /

Common name: ANIMAL ARK

Jursidiction/Beat Code: UNCONGESTED - 1

Actions Taken: COMP
INFO

Dispatcher: SBERRY

Original Call: 9/25/17 10:30 **New Sequence:** 9/25/17 10:30 **Dispatched:** 9/25/17 16:35

Respdng Officer: OFFICER NELMS

Enroute: **On Scene:** 09/25/17 11:43 **Completed:** 9/25/17 16:38

Comments:

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: ANIMAL ARK, 1265 DEERLODGE RD, (775) 970-3111

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Sequence: 2

Type of Call: PERMITS - EXOTIC - VARIOUS

Status: COMPLETED

Caller Phone #:

Address of Activity: 1265 DEERLODGE RD

Cross Streets: /

Common name: ANIMAL ARK

Jursidiction/Beat Code: UNCONGESTED - 1

Actions Taken: INSP

Dispatcher: ELAMUN

Original Call: 9/25/17 10:30 **New Sequence:** 4/29/19 12:55 **Dispatched:** 4/29/19 12:55

Respdng Officer: LEAD OFFICER LAMUN

Enroute: 4/29/19 12:55 **On Scene:** 09/25/17 11:43 **Completed:** 4/29/19 15:28

Comments:

Caller Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Owner Information if Available: ANIMAL ARK, 1265 DEERLODGE RD, (775) 970-3111

Animal Information if Available: NO ADDITIONAL INFORMATION AVAILABLE

Memo

ACTIVITY A17-205180

Memo ID #: M17-220131

09/25/17 16:29 received current animal collection numbers from Animal Ark. Visited the property and verified those numbers today. All animals appeared healthy at time of visit. Enclosures all were in good repair and adequate for species being housed in them. The facility was very clean no issues or concerns were seen today. 6k22

04/29/19 15:23 received copies of all state and federal permits as well as employee hand book and current animal inventory. Facility was inspected by myself and the assistant director. Facility is in good repair verified safety barriers were in place to protect the public from coming in contact with dangerous animals. All animals appeared healthy. No safety concerns or welfare issue were seen at the time of inspection. Recommend renewal of exotic permit for another year. 6k22

04/30/19 17:37 All documents scanned into call. 6k22

08/09/19 07:30 Recieved updated animal inventory list. 6k22


RECORDED IMAGE/DOCUMENT REPORT: A17-205180

SEP-19-2022 13:38 FROM: ANIMAL ARK

1 775 970 3111

TO: 17753538919

P. 1/2

To: Jeff Burkes	A fax from A17-205180  ANIMAL ARK A SANCTUARY FOR LIFE
From: Diana Hilbel	
Pages: 2 Including this one	
Regarding: List of Animals on Hand as of 9/2017	
Comments: Reporting update of species and number housed at Animal Ark	

Animal Ark, Inc.
 P.O. Box 60057
 Reno, NV 89506

Ph: 1-775-970-3111
 Fax: 866-366-5771 (toll free)
 E-mail: mail@animalark.org
 Web Site: www.animalark.org

SEP-19-2022 13:38 FROM: ANIMA ARK

1 775 970 3111

TO: 17753538919

P.2/2



Animal Ark Animal List (Updated 9-17)

Species:	#/Sex: M - F
Arctic Fox	1.0
Badger	0.1
Black Bear	2.1
Bobcat	1.1
Canada Lynx	1.1
Cheetah	2.0
Coyote	2.2
Desert Tortoise	1.1
Gray Wolf	1.3
Great Horned Owl	1.1 ?
Gyrfalcon	0.1
Kit Fox	0.1
Mountain Lion	2.0
Red Fox	2.1
Tiger	0.2
Turkey Vulture	Unkn.
Jaguar	1.0

18 Species
34 Animals

This is current list. However we have housed as many as 45 animals at one time in the past ten years. This list fluctuates as animals pass away and new animals taken in.

"Animal Ark, a wildlife sanctuary, inspires environmental stewardship through wildlife education"

P.O. Box 60057, Reno, NV 89506



1.775.970.3111



www.AnimalArk.org

A17-205180



Animal Ark Animal List

(Updated April - 2019)

Species:	#/Sex: M - F	
Black Bear	2.1	Gracie, Eli, Gibbs
Bobcat	1.1	Whiston, Piper
Canada Lynx	1.0	Legend,
Cheetah	2.0	Moyo, Jamar
Coyote	1.2	Sadie, Kenny, Kemper
Desert Tortoise	1.1	Jonni, Mr. Peabody
Gray Wolf	2.1	Monty, Timon, Lydi
Great Horned Owl	1.0	IO
Gyrfalcon	0.1	Foreste
Kit Fox	0.1	Kiera
Merlin	1.0	Maverick
Mountain Lion	2.1	Milo, Daniel, Elsie
Raccoon	1.2	Rocket, Leia, Rey
Red Fox	2.0	Jake, Elwood
Tiger	0.2	Poppy, Lily
Turkey Vulture	Unkn.	Ivan
Jaguar	1.0	El Santo

17 Species

32 Animals

This is current list. However we have housed as many as 45 animals at one time in the past ten years. This list fluctuates as animals pass away and new animals taken in.

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www.AnimalArk.org



United States
Department of
Agriculture

Marketing and
Regulatory
Programs

Animal and
Plant Health

Inspection
Service

Animal Care

This is to certify that

ANIMALARK INC.

is a licensed
CLASS C EXHIBITOR
under the

Animal Welfare Act

(7 U.S.C. 2131 et seq.)

Certificate No. 88-C-0027

Expiration Date 3/25

Deputy Administrator

A handwritten signature in black ink, appearing to be "B. L. G.", written over the text "Deputy Administrator".

EXPIRATION DATE: OCTOBER, 06, 2019



State of Nevada Department of Wildlife (NDOW)

6980 Sierra Center Pkwy, STE 120
Reno, NV 89511
(775) 688-1512

July 11, 2018

ANIMAL ARK INC
PO BOX 60057
RENO, NV 89506-0001

Greetings:

This document represents your newly issued Commercial Possession of Live Wildlife License.

IT IS THE SLAP HOLDER'S RESPONSIBILITY TO CONSULT CURRENT REGULATIONS FOR SPECIFIC REQUIREMENTS

ANIMAL ARK INC
1265 DEERLODGE RD
RENO, NV 89508-7347

Client ID: 1340655

DOB: N/A - Entity

Special License/Permit Details:

License Year: 2019 Class: 2276 License Number: 422488 Fee: \$ 500.00
Date Issued: 07/11/2018 Issuing Agent: 190100 - Reno
Description: Commercial Possession of Live Wildlife License
Valid From: 07/01/2018 00:00:00 Valid Through: 06/30/2019 23:59:59
Purpose: Public Display/Exhibition, Wildlife Sanctuary

1. Species/Number/ I.D.:

Mountain Lion: Milo #900118001043643, Daniel #90011800105279
Mountain Lion: Elsie – will be marked this year, orphan kitten from NDOW
Bobcat: Whiston #44446700A09, Piper #44503A2F6
Black Bear: Gracie #473F13612C, LG #900118001208119,
Gibbs #982.000364903282
Coyote 4
Kit Fox 1
Red Fox 2
Arctic Fox 1
Raccoon 3
Great Horned Owl 2
Turkey Vulture 1
Gyr Falcon 1
Merlin 1

2. Business name: Animal Ark Inc.

3. Phone: Home: Work: (775) 970-3431

Page 1 of 3



Page 1 of 2
 SPECIAL PURPOSE POSSESSION- LIVE AND DEAD MIGRATORY BIRDS
 FOR EDUCATIONAL USE, WITH SALVAGE
Permit Number: MB749703-2
 Effective: 04/23/2018 Expires: 03/31/2020

Issuing Office:

Department of the Interior
 U.S. FISH AND WILDLIFE SERVICE
 Migratory Bird Permit Office
 2800 Cottage Way - Room W-2606
 Sacramento, CA 95825
 Tel: 916-978-6183 Fax: 916-978-6183
 Email: permitsR8MB@fws.gov

OLIVIA BAEZ

Digitally signed by OLIVIA BAEZ
 Date: 2018.04.23 13:20:14
 -0700

Wildlife Biologist, Pacific Southwest Region

Permittee:

ANIMAL ARK INC.
dba ANIMAL ARK, INC.
P.O. BOX 60057
RENO, NV 89506
U.S.A.

Name and Title of Principal Officer:

DIANA HIIBEL - PROGRAMS MANAGER

Authority: Statutes and Regulations: 16 USC 703-712; 50 CFR 13, 50 CFR 21.27.

Location where authorized activity may be conducted:

Activities authorized and records maintained at 1265 Deerlodge Road, Reno, Nevada 89508
 WASHOE COUNTY, NEVADA

Reporting requirements:

ANNUAL REPORT DUE: 01/31
 You must submit an annual report to your Regional Migratory Bird Permit Office
 each year. Form: www.fws.gov/forms/3-202-5.pdf.

Authorizations and Conditions:

A. General conditions set out in Subpart B of 50 CFR 13, and specific conditions contained in Federal regulations cited above, are hereby made a part of this permit. All activities authorized herein must be carried out in accord with and for the purposes described in the application submitted. Continued validity, or renewal of this permit is subject to complete and timely compliance with all applicable conditions, including the filing of all required information and reports.

B. The validity of this permit is also conditioned upon strict observance of all applicable foreign, state, local tribal, or other federal law.

C. Valid for use by permittee named above.

D. You are authorized to possess for conservation education purposes:

- (1) the following nonreleasable migratory birds, to include: 2 Great horned owls, 1 Gyrfalcon, 1 Merlin, 1 Turkey vulture; and
- (2) lawfully acquired dead migratory bird specimens, including parts, nests, and nonviable eggs. This authorization to possess migratory birds does not apply to bald eagles or golden eagles.

E. You must submit a completed Migratory Bird Special Purpose Possession (Education) Acquisition and Transfer Request Form (Form 3-202-12) to your Migratory Bird Permit Office and receive written permission prior to acquiring, transferring, or disposing of any migratory birds. You must submit a completed Form 3-202-12 within 5 business days of a bird expiring or escaping. Form 3-202-12 is available online at: <http://www.fws.gov/forms/3-202-12.pdf>



State of Nevada Department of Wildlife (NDOW)

6980 Sierra Center Pkwy, STE 120
Reno, NV 89511
(775) 688-1512

July 11, 2018

ANIMAL ARK INC
PO BOX 60057
RENO, NV 89506-0001

Greetings:

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IT IS THE SLAP HOLDER'S RESPONSIBILITY TO CONSULT CURRENT REGULATIONS FOR SPECIFIC REQUIREMENTS

ANIMAL ARK INC
1265 DEERLODGE RD
RENO, NV 89508-7347

Client ID: 1340655

DOB: N/A - Entity

Special License/Permit Details:

License Year: 2019 Class: 2276 License Number: 422488 Fee: \$ 500.00
Date Issued: 07/11/2018 Issuing Agent: 190100 - Reno
Description: Commercial Possession of Live Wildlife License
Valid From: 07/01/2018 00:00:00 Valid Through: 06/30/2019 23:59:59
Purpose: Public Display/Exhibition, Wildlife Sanctuary

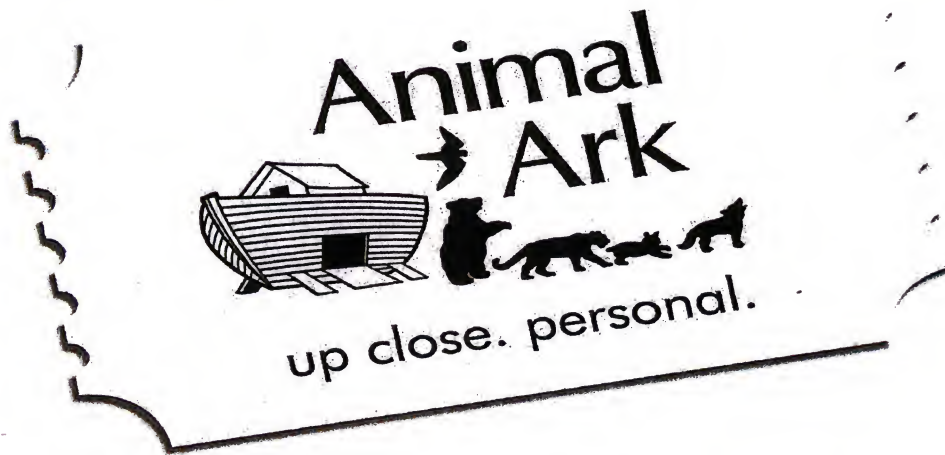
1. Species/Number/ I.D.:

Mountain Lion: Milo #900118001043643, Daniel #90011800105279
Mountain Lion: Elsie - will be marked this year, orphan kitten from NDOW
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Gibbs #982.000364903282
Coyote 4
Kit Fox 1
Red Fox 2
Arctic Fox 1
Raccoon 3
Great Horned Owl 2
Turkey Vulture 1
Gyrfalcon 1
Merlin 1

2. Business name: Animal Ark Inc.

3. Phone: Home : Work: (775) 970-3431

Page 1 of 3



Employee/Volunteer Policies & Safety Handbook

P. O. Box 60057 • Reno, NV 89506

1265 Deerlodge Road • Reno, NV 89508

www.AnimalArk.org info@AnimalArk.org

Phone: 1-775-970-3111 Fax: 866-366-5771

July 2015

1

From the Co-Founders:

Hello!

Welcome to Animal Ark. You are about to become a part of one of the most interesting non-profit organizations in Northern Nevada. As a part of this family you have the opportunity to enrich the lives of thousands of people by sharing the wonders of both native and exotic wildlife and their environment.

Since 1980, we have watched Animal Ark grow from a brief slide show on wolves and the adoption of a coyote, to what you see today: animals ranging in size from a ten-pound desert tortoise to a three hundred-pound black bear as well as international partnerships with wildlife organizations in Africa!



These successes would not be possible without the thousands of hours given by our wonderful volunteers and a group of dedicated staff.

We also look to the future. Our goal is to expand our services by the addition of an Education Center, new animal enclosures, a new Visitor Center and an expansion of our educational and conservation programs. As the growth of Animal Ark continues we look toward the acquisition of an adjoining parcel.

The future looks very promising and we are glad to have you as a part of it!

Diana R. Hiibel
Co-founder

Aaron R. Hiibel
Co-founder



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Introduction

Our Mission:

Animal Ark, a wildlife sanctuary, inspires environmental stewardship through wildlife education.

Our Vision:

Animal Ark is dedicated to inspiring our local and global community by providing a window into nature. Through this window, we offer face-to-face encounters with our animal

ambassadors that provide an innovative, educational experience through multi-sensory, natural environments.

Our Guiding Statements:

These phrases have been used over the years as the basis for various marketing strategies, but they are telling of how Animal Ark tries to operate.

1. **A Wildlife Sanctuary and Nature Center** – Animal Ark started as a place for non-releasable wildlife to live comfortably and serve as ambassadors. This is the very foundation of everything we are today.
2. **A Sanctuary for Life** – We are a respite for wildlife that have had a poor past, and often for humans as well! We want Animal Ark to be a comfortable, enjoyable stay for everyone, human and animal, that comes to our sanctuary.
3. **Your Ticket to Adventure** – Animal Ark is not a dull, dusty speck on Fred's Mountain, but a place where families can go to have a fun day of learning! We want to help every person that comes through our doors to have fun.
4. **Visit Once – Stay a Lifetime** – We want to be a lasting impact, not a fleeting visit. We feel a guest at Animal Ark should take home vivid memories. We design enclosures with photographers in mind, and plan great Special Events to add to the experience. You could be talking to one of the world's next great decision makers.
5. **Up close. Personal.** – Here at Animal Ark, we want every visitor to have a personal connection. We keep docents available at all times to provide individualized attention and help each and every guest truly connect with the wild animals that live at Animal Ark.



5.

Our History:

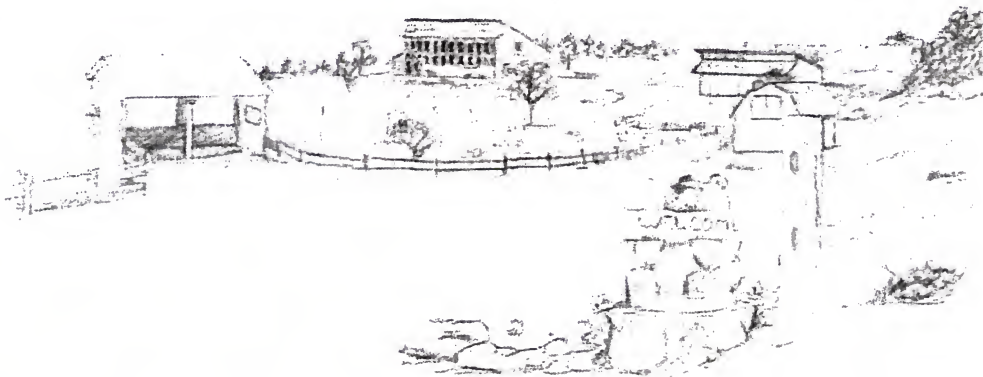
Aaron and Diana Hiibel founded Animal Ark for educational purposes and to house disadvantaged wildlife, endangered species and captive-bred wildlife. Relocation to the Red Rock area in 1981 allowed for the expansion of animal housing and provided an environment where educational programs could flourish.

The federal government granted Animal Ark non-profit, 501(c)(3) status in April 1986. Animal Ark currently generates its income through limited fund-raising events, program fees and donations from the public as well as private grants.

Our facility has housed countless wild animals over the years. Many were pets who became bonded to people. Others had been altered, orphaned or injured. None of these animals possess survival skills necessary to be returned to the wild. We refer to these animals as "non-releasable." Yet we feel they deserve a quality life and that they are useful as ambassadors for their species.

Due to the many requests for general visitation, we added regular visiting hours between April 1st and October 31st. This was accomplished by amending a special use permit originally obtained in 1981. In addition to visitation, the new permit allowed for construction of large, natural habitat-type exhibits for the animals and a Visitor Center for our guests. The Washoe County Planning Commission approved this project on February 1, 1994 and in April of that year we opened to the general public.

Animal Ark now impacts over 8,000 school age children on Educator-led field trips at the facility and outreach programs in the local schools. Further, we are visited by thousands of people of all ages each year. To add to the experience, we host a geology trail program, interpretive displays and special education events such as Wolf Howl, Cheetah Runs, Animal Enrichment Events and Bird Programs.



Animal Ark is Unique:

Remember that Animal Ark is unusual because the animals on exhibit are in less than perfect condition. It is good for the public to know that these animals are still valuable to the world and that even an elderly or disabled animal can survive to live what we hope is a safe and happy life.

Many zoos make an effort to keep staff involvement with the animals to a minimum, particularly when there are visitors in the park. It is felt by some that this enhances the "wild atmosphere around the animals." As we do not wish guests to leave with the understanding that these animals could make good pets, we attempt to limit interactions with guests present as well. When we do interact with an animal with guests present, we should make a point of the fact that most of our animals were hand-raised and therefore expect human attention.

For some animals, Animal Ark is a "last resort." Most could not live free if released. They do not have the skills needed to survive in the wild. Many have disabilities. Some have been declawed or otherwise altered. Most would be illegal pets if maintained by a private person.

Some animals at Animal Ark were raised as "pets." They are no longer pets but what they always have been – WILD ANIMALS. Many of them respond well to human contact and each of us should make an effort to relieve boredom from being in captive conditions according to our training and Animal Ark policies. For example, we walk the animals that

can be safely walked on a leash when the park is closed. We provide enrichment items and play time for animals – with each other or a compatible human friend whenever these activities are safe and appropriate.



We do not want the visitors to leave with the impression that these animals are "tame." THEY ARE NOT! They may appear friendly and "socialized" to some humans and we are lucky to have a friendship with them. However, we enter their territories on their terms, not ours.

We should always stress that wild animals do not make good pets. But be tactful when discussing this with a visitor. You may be talking to the family that raised one of Animal Ark's animals!

Our Team:

You are a vital member of the Animal Ark Team. Although we may have different titles and responsibilities, our main purpose is to further the goals of Animal Ark by providing an enjoyable experience for our visitors and maintaining high standards for animal care.

We may be called on to work strange shifts or hours. Working on holidays and weekends is an obligation of working here. But remember, visitors appreciate the fact that we are here! Further, the work that we do can be tough, demanding and frustrating at times. When you work for the public you are "on-stage" and must consider yourself an "actor" who must act professionally and above all else, SMILE!

A visitor to Animal Ark is a stranger in a new world. They may ask you a question for the thousandth time, but to them it is the first. Treat the question as top priority. A bad experience will not be easily forgotten. We have built our reputation on the quality of time spent at Animal Ark by its guests.

Do not speak badly of other animal facilities or agencies. *Privately*, we can learn from what seems to us to be their mistakes or poor judgment. *Publicly*, let's make an effort to be supportive. If you cannot say anything nice, then it is best to say nothing at all.

Many of our guests enjoy the personal contact they get with our staff and often ask a question just to talk to you. Be very careful about spreading incorrect information. Answer the question if you can or refer the person to someone who can. Read the Animal Education Handbook for detailed information about the animals.

Our Values:

What makes a great team member? One who strives to embody Animal Ark's Values:

1. **Passion** – Our team members commit wholeheartedly their knowledge, resources and efforts to wildlife, the environment, and the people Animal Ark serves.
2. **Excellence** – Our team members create the highest-quality facility and programs.
3. **Fun** – Our team members take pride and enjoyment in their work and endeavor to make Animal Ark a pleasant place to work and visit.
4. **Peace** – Our team members constantly insure a peaceful atmosphere for our animals, and for the guests that visit.
5. **Patience** – Our team members understand and adapt to the fact that wild animals have a wide array of needs, other people do not always agree with our viewpoints and teaching children may take time.
6. **Discovery** – Our team members strive to explore and bring to light new knowledge, and to inspire others to understand about wildlife and the environment.
7. **Service** – Our team members are, and make Animal Ark, a benefit to our community and accessible to all.
8. **Integrity** – Our team members perform all their work conscientiously and with accountability, and they have faith that their team members will do the same.
9. **Teamwork** – Our team members support, help, protect and communicate with each other. All of us are stronger than any one of us.

Employee/Volunteer Policies & Safety Handbook

The purpose of the Employee/Volunteer Policies & Safety Handbook (the Handbook) is to provide you, our newest asset with the knowledge and tools needed to fulfill your responsibilities in your position with Animal Ark.



Since visitors to Animal Ark come from all over the world, it is our goal to make their visit an enjoyable one. We want them to return and bring their friends. In order to do this we need employees and volunteers who are highly-motivated and well-trained.

Please read this handbook carefully and complete the Orientation Packet. If you have any questions, please ask your supervisor or a staff member. The management of Animal Ark supports you in your employment and volunteer work and will assist you in improving your job skills in order for you to perform to the best of your ability.

Materials in this handbook may be amended or changed at any time at the discretion of the management, with approval from the Board of Directors. If such a change occurs, employees shall be notified in writing. If a contradiction occurs between this handbook and a written contract, the written contract shall prevail.

Remember!

Animal Ark can only be as good as its team members! We have included you because we feel that you have the talent and the desire to be part of a great asset to our community.

We hope that this handbook assists you in performing to the best of your ability. We expect you to abide by all procedures, conditions and policies set forth in this handbook.

If you don't have the forms you need or you need a replacement then contact your supervisor. Extra copies are typically kept in the Break Room.

Make sure that you fill out the Employee/Volunteer Orientation Packet and return it to your supervisor before starting your duties!

General Information:

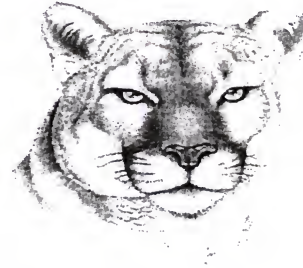
Animal Ark is a Nature Center and Wildlife Sanctuary that houses non-releasable wildlife requiring permanent care in captivity. In addition to many native species, visitors will see rare and endangered species such as tigers and cheetahs.

Hours of Operation:

Animal Ark is open to the public with regular visiting hours from April to October annually. Our hours are 10:00am to 4:30pm. Special evening and winter events may apply.

Daily Supervisors:

Animal Ark management schedules a Supervisor for each day of the week. This individual is responsible for overseeing all park activities and maintaining a smooth flow of daily operations. If you have any questions, this person is your first contact. The Supervisor may refer your question to someone else as needed. The Supervisors are identified on the Volunteer Update Board in the Break Room and on the Animal Care Schedule posted in Food Prep.



Educational Programs:

Education Programs are available by appointment. These programs consist of our 1) Nature Trail Tours – a 1½ hour guided tour of the facility by trained leaders for grades 4 and up, 2) Learning Activities Program – a partially-guided tour of the facility with grade-specific learning activities for kindergarten through 3rd grade, 3) Education Box Program – self-guided groups meet Educators at designated stations and 4) Outreaches – our Educators go to the classroom.

Guest Relations:

It is important that our team members be able to provide our guests with general park information. Most information such as animal adoption forms, mailing list and general information can be found at the Admissions Building.

Handle all guest complaints with courteous attention. *Never argue with a guest.* Address the problem as best you can. If unsuccessful, refer the guest to a manager. Always thank the guest for bringing the problem to your attention and make sure a supervisor is aware of the problem.

Smoking:

The Animal Ark facility has a strict NO-SMOKING policy for guest and staff anywhere on our property. The risk of wild fire is just too great.

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First Aid:

There are First Aid kits in Food Prep and the Admissions Building for minor injuries. Do not touch the guest except to save life or limb; instead, hand the ointment, bandage or other item to the guest or a parent, guardian or companion to apply.

For major injuries, dial 911. Phones are located in the Admissions Building, Food Prep Building and the House.

Picnic Areas:

Picnic areas are located next to the Mountain Lion Exhibit and above the Parking Lot. Sodas and waters are available for a fee at the picnic area next to the Mountain Lion Exhibit.

Restrooms:

Restrooms with full handicap access are available at the Food Prep Building. The women's restroom also has a baby changing station. Additionally, two Sani-Huts are located next to the Admissions Building throughout our normal operating season. Please direct large groups to use the Sani-Huts as water is limited and our septic system can become clogged by excessive toilet paper.

Telephones:

Telephones are available in the House, Food Prep Building and Admissions Building when one MUST place a call. Please be aware that all calls are long-distance (dial 1+area code to get out). Line 1 (available only in the House; 1-775-970-3111) may be used to call the Reno-Sparks area. Use Line 2 (available in Food Prep or the House; 1-775-970-3431) for ALL other numbers. There is an additional phone line in the Admissions Building that is restricted to emergency use ONLY.

Handicapped Guests:

At present the park has golf carts for handicapped and elderly guests. Please assist these guests in any way you can. Make sure you understand the basic operation of these golf carts so you can assist guests. All guests using a golf cart are required to sign a Waiver and are instructed of the rules regarding the use of the carts. The rules governing use of a golf cart are included here for your reference.

1. All cart operators must have a valid driver's license.
2. Carts shall not be operated in a manner that may endanger passengers or other individuals, or in a manner that may stress Animal Ark's wildlife or may harm property.
3. No more than 4 persons (800 pounds) in a 2-row golf cart or 6 persons (1200 pounds) in a 3-row golf cart at any one time.



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4. Stay on the trails.
5. Park the cart in a safe location and position.
6. Do not remove the golf cart from the property.
7. Note that the golf cart has forward and reverse gears. When in reverse, you should hear a backing horn or buzzing sound.
8. Please take the key out of the cart when not in use.
9. Please speak with any staff member or volunteer with any questions about the operation of the golf cart.
10. There will be a monetary charge for a missing key that is not returned to Animal Ark.
11. Children must be seated with an adult.

Pets:

Pets are not allowed in the park at any time! Wild animals are very susceptible to domestic animal diseases. They must be left in the car in a safe manner. Do not allow guests to walk dogs or other pets inside the perimeter fence. Walking pets on a leash outside the electric perimeter fence in the parking lot is allowed. Do not allow for disruptive behavior of dogs in this area.

We cannot offer care for an individual's pets at any time.

Service Animals:

Animal Ark strives to maintain an enjoyable, educational environment that is accessible to all. Therefore, it is the policy of Animal Ark, Inc., in accordance with the Americans with Disabilities Act (ADA), to permit service animals into the park. Treat the individual as any other guest to Animal Ark.



If it is not clear that the animal is a working animal (i.e. in a working harness), you may ask what the animal has been trained to do in order to verify the animal is a service animal. For example, "So we know how to respond, what is the dog trained to do?" Do NOT ask what the person's disability is. Do NOT ask for identification or proof of certification for either the animal or the person's disability.

Advise the individual that most of our animals are predators and may become quite excited by the presence of the service animal. If they observe such behavior they should move the service animal away. Likewise, most service animals we have seen enter the park have become rather distressed or excited themselves by the presence of these large predators. If, following this advice, the individual would prefer to leave their service animal in the car, offer to help guide them through the park or find similar means of permitting the individual to enjoy our facility.

Admissions Attendant should politely explain to the guest that: 1) They may bring the animal into the facility, 2) The animal must be on a leash at all times, 3) If the animal acts aggressively towards anyone, causes a disruption (such as persistent barking) or causes

any of our animals to become anxious, stressed or overly excited, we may ask that the service animal be removed from the premises, 4) The animal is not allowed near the Wolf enclosure.

Service dogs are not allowed near the Wolf enclosure.

If the service animal is creating either 1) a threat to the health or safety of other individuals in the park or 2) a disruption to normal business proceedings, then ask the individual to remove the animal from the premises. In such cases, work with the individual to offer them access to the park without the animal (i.e. with the use of VIP passes or, on cool days, leaving the animal in the car). We cannot care for the service animal at any time.

Equal Opportunity:

Animal Ark is committed to a policy of equal opportunities regardless of age, race, color, religion, sex, national origin, disability, sexual orientation, status as a registered domestic partner, genetic information or veteran status.

Employees see *Employee Handbook* for further information.

Harassment Policy:

Animal Ark is committed to maintaining a work environment that is free of illegal harassment. In keeping with this commitment, we will not tolerate illegal harassment of our employees by anyone, including any manager, co-worker, visitor or vendor.

Illegal harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's legally protected status, such as sex, color, race, religion, national origin, age, disability, veteran status, sexual orientation or other protected status. We will not tolerate illegal harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance or that creates an intimidating, hostile or offensive working environment. Any such illegal harassment is strictly prohibited.

Employees see *Employee Handbook* for further information.

Open Door Policy:

Open communication prevents problems. If you have any questions or concerns at any time, please contact a member of management immediately.

Attendance:

All team members are to adhere to their work schedules. If you do not report for work when you are scheduled you place a great burden on your co-workers. Notify your supervisor within an adequate amount of time so he/she may find a replacement.

Employees see *Employee Handbook* for further information.

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Punctuality:

Be at your workstations a few minutes prior to your scheduled start time to make sure all is ready. Read the volunteer update board in the Break Room. If you are an animal keeper, the warning boards and all notes in Food Prep.

Employees see *Employee Handbook* for further information.

Weather:

When the weather is bad, the park may close or operate on a limited basis. You are responsible for calling your supervisor to find out what your work situation is. Please remember that the weather at Animal Ark can be much different than other locations. If you use weather.com (or equal) look at radar maps and use 89508 for the Animal Ark location.

Breaks and Meals:

All team members are entitled to a half-hour lunch break if scheduled to work a full day (different requirements for staff, see *Employee Handbook*). You are also entitled to sodas from the soda station for half price. Water is provided for free in the Volunteer Lounge. Arrange your break with the other workers on shift so that all posts are covered during your break.

Employees See *Employee Handbook* for further requirements.

Parking:

The staff parking lot next to Food Prep is small, easily congested and can only be accessed by driving on guest trails. For general safety and to alleviate congestion, only team members that have a need to park near Food Prep should use this lot. If you do not need to park near Food Prep, please park in the main lot. Needs include shifts starting before or ending after the times the Admissions Gate would normally be open (9:00am – 5:00pm) or needing to load or unload your vehicle. When parking in the main lot, park as far from the Admissions Building as possible, leaving closer spots for guests.



Perimeter Gates:

Only one perimeter gate may be open at a time. During operating hours, the Admissions gate is left open. Therefore, make sure all drive-through gates (one behind the Admissions Building/Tool Barn and one on staff driveway) are open only long enough for an authorized vehicle to pass through. This also applies to the wooden security gate on the staff driveway (next to Honor Garden).

Use of Social Media and Cell Phones:

Do not engage in personal social media (personal websites, blogs, chat rooms, message boards, Facebook, Twitter or other forms of social media) activities during work time or using any Animal Ark equipment. Do not engage in personal social media on behalf of Animal Ark unless directed by management. Please make every effort to not post or comment about a matter until you are certain Animal Ark has made a public statement, and then follow the public statement. Keep your cell phone use at a minimum. Guests expect face to face encounters and your undivided attention.

Volunteer/Staff Benefits:

We are immeasurably grateful to our volunteers' time and support. We strive to show this appreciation throughout your service, and also offer the following benefits:

1. **Name Badges:** Each team member receives a Name Badge once there are enough new badges or other items from the same supplier needed to fill an order. Orders are placed 2-3 times per year.
2. **Guest Passes:** Each team member is entitled to VIP passes for family and friends. This may also include admission to special events as available. Please see your supervisor.
3. **Shopping Discounts:** Team members may purchase snacks or gifts in the Admissions Building for a 10% discount or sodas for half price. Water is provided free in the Volunteer Lounge.
4. **Training:** By serving at Animal Ark team members receive special training in a variety of skills.
5. **Taxes:** The cost of your uniform and mileage traveling to and from Animal Ark for volunteer purposes may be tax deductible to the extent of the law. Check with your tax advisor for details and keep good records.
6. **Special Appreciations:** Animal Ark sponsors special appreciation events for the volunteers and staff.

Dress Code and Conduct:

Animal Ark Dress Code

All team members must dress conservatively and in a manner that positively represents Animal Ark. Wear a polo, tank top or sweatshirt bearing the Animal Ark logo. When acting as a docent or representing Animal Ark at certain outside functions, wear a polo bearing the Animal Ark logo. All uniform items may be purchased at cost. Please see your supervisor.

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Wear your name tag when on duty at the park or at certain outside functions. Always carry a working radio when on duty at the park. If your radio's battery runs low, replace it immediately. Radios and extra batteries are provided in the Volunteer Lounge. You may carry an extra battery with you. Your radio allows you to contact a supervisor with any questions and allows all park staff to communicate efficiently, especially in case of emergency. **You must carry a radio.**

All team members must carry pepper spray when on duty at the park. Pepper spray containers are provided in the Volunteer Lounge. Further, know how to use the container of pepper spray. If you do not, ask a supervisor to demonstrate. Pepper spray may be necessary in emergency situations such as an animal escape (See "Emergency Procedures" section below).

If wearing Animal Ark clothing outside of work, remember that you are an ambassador and act appropriately. Do not wear uniforms when not appropriate.

Closed-toe shoes must be worn at all times. Long pants must be worn during any interaction with an animal.

Code of Conduct:

Always represent Animal Ark in a professional and courteous fashion.

Do not speak badly, in any way, of other people or facilities while representing Animal Ark either at our facility or away.

Feel free to speak about Animal Ark at any opportunity. However, for any formal presentation, you must have the approval of Animal Ark management.

Failure to conform to any of the above may result in disciplinary measures.

Disciplinary Policies:

Employees see *Employee Handbook* for additional details.

While it is the sincere hope of Animal Ark management that no one will ever be dismissed, all team members should be aware that the following items are cause for discipline, verbal or written warning, suspension and/or termination. Please do not think that you will be the exception to the rule. It is our hope that you understand and conform to these rules so that discipline is never necessary.

1. Being in or re-entering the park after hours without the permission of management.
2. Unauthorized use of an Animal Ark vehicle, or the transporting of unauthorized persons.
3. Failure to follow any item in the Safety Program.

4. Mishandling of any corporation funds or property.
5. Indecent or immoral conduct including, but not limited to harassment of any nature of fellow employees, park guests and/or animals.
6. Participating in any form of unauthorized solicitation or selling.
7. Fighting, arguing or using profanity on the premises.
8. Possession of or being under the influence of alcohol or illegal substances while at work.
9. Possession of an unauthorized firearm.

Progressive Discipline

The following is the order of discipline at Animal Ark:

Coaching: This is a reminder of corporation policies to make sure the team member is aware and understands them.

Verbal Warning: This may be used for a first violation and is noted in the team member file.

Written Warning: This may come on any violation depending upon the severity of the violation or as a second warning. This is noted in the team member file.

Suspension or Termination: This comes after repeated violations or a severe violation.

SAFETY PROGRAM

This Safety Program is written in recognition of our obligation to provide the safest possible working conditions for our team members. All staff and volunteers are expected to understand and follow the policies set forth in this section. Changes and additions may be added as needed or as required by OSHA regulations.

This Safety Program is intended to:

1. Assure the safety of our guests and personnel in the event of emergencies at Animal Ark while also ensuring animal safety.
2. Outline emergency procedures for Animal Ark personnel to follow.
3. Protect the animals housed at Animal Ark.
4. Clarify the roles of outside support organizations (fire, police and medical) during emergency situations.

Safety Responsibilities:

Management

1. Establish a safety program.
2. Enforce rules set forth in this program.
3. Encourage employees to report and correct unsafe conditions.
4. Conduct monthly inspections of the facility to assess hazardous conditions.
5. Conduct training sessions in safety issues in accordance with OSHA requirements or as experience indicates need.
6. Investigate all injuries and "Near Miss" incidents.
7. Maintain and post the OSHA 200 log.
8. Keep up-to-date with OSHA regulations as well as other applicable regulations.
9. Investigate employee reports of unsafe conditions and take corrective action.
10. Ensure that causes that resulted in accidents are corrected after an injury.

Team Members

1. Comply with the Safety Program.
2. Report hazardous conditions to management.
3. Attend training sessions held by the company.
4. Immediately report injuries, accidents and "Near Misses" to management.

Hazard Identification and Control:

Supervisors in cooperation with management will conduct bimonthly safety inspections. Problems will be noted in the Yes/No column, with corrective actions entered into the Comments column. These records will be kept on file for five years.

Team members are to report hazardous conditions using the Hazardous Condition Report and turn it into management. Management will then take corrective action and enter that action onto the form. This form also is kept for five years.

Training:

Management is responsible to conduct regular safety training for team members in certain positions.

All team members must attend an Annual Safety Review. Paid staff members must attend Monthly Safety Briefs.

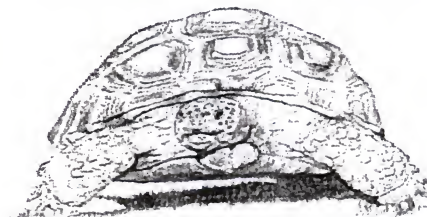
Everyone must complete 18 hours on-site working with staff. Those volunteers wishing to be a Docent or Educator may be required to complete an Educator Orientation or other additional training.

Management may at any time require an employee or volunteer to take a written test on how to deal with situations that may arise at the facility. Poor performance on this test may result in coaching (See "Progressive Discipline" in Discipline Policies). Repeated poor performance will result in progressive discipline.

New team members must read, fill out, sign and return the *Employee/Volunteer Orientation Packet*. This packet will be kept in the personnel file for five years.

Accident Investigations:

All injuries are to be reported immediately. Any time First Aid is distributed, the Supervisor must complete Section 1 of either the Guest Injury Investigation Form or the Employee/Volunteer Injury Investigation Form. Remember, you are not allowed to touch the guest or apply the First Aid for minor injuries. You may give the item to the guest or adult guardian to apply. If you must touch the person or perform First Aid to save life or limb, then you are permitted to do so. Management will follow-up with each injury and fill out Section 2 upon completion of the investigation and follow-up.



Any breach of this Safety Program must be reported by the Supervisor completing Section 1 of the Safety Violation Report. Management may conduct a follow-up investigation and fill out Section 2.

A "Near Miss" is any situation that almost led to injury requiring medical attention or to an unauthorized or unsafe animal encounter. All such situations must be reported to management by the Supervisor completing Section 1 of the Near Miss Form. Management will conduct a follow-up investigation and fill out Section 2.

All of these files are kept on file for thirty years.

Pursuant to NRS 618.383, employees are protected from any form of retribution from management for reporting hazardous conditions.

Safety Rules:

Animal Ark Dress Code

Always carry a working radio when on duty at the park. If your radio's battery runs low, replace it immediately. Radios and extra batteries are provided in the Volunteer Lounge. You may carry an extra battery with you. Your radio allows you to contact a supervisor with any questions and allows all park staff to communicate efficiently, especially in case of emergency. **You must carry a radio.**

All team members must have pepper spray within arm's reach when on duty at the park. Pepper Spray containers are provided in the Break Room. Further, know how to use the container of pepper spray. If you do not, ask a supervisor to demonstrate. Pepper spray may be necessary in emergency situations such as an animal escape (See the Emergency Procedures section below).

Do not wear loose or dangling jewelry when working near animals or their enclosures. Management reserves the right to require the jewelry to be removed before you continue your duties. Long pants are to be worn during any interaction with an animal.

General Safety Rules

1. Follow prescribed safety practices at all times.
2. No running or horseplay in the park. Please maintain the utmost respect and tact in how you address these problems.
3. Do not lift more than you are comfortable with. Always lift with your legs.
4. Read ALL notes and message boards pertaining to your job before starting your duties.
5. Be very aware of what animals you are around and what they are doing.
6. If authorized to enter an enclosure or pass a security fence, double check animal location as well as safety gates. An animal keeper may have moved the animal since you last looked. Most fatalities happen for this reason. Double check all safety gates between the animal and the area you are about to enter (e.g. before going into the keeper lockout, make sure the animal is safely locked in their enclosure and cannot access the keeper lockout).
7. Always be aware of the people around you and what they are doing. Once again, it only takes a second for someone to go behind the security fence and be in danger.
8. If an animal is being worked by an animal keeper outside of its enclosure, do not approach or touch the animal without permission from the primary handler. If permitted to approach or touch, strictly adhere to all directions from the primary handler.
9. If an animal is being walked, be aware of the animal's location. Stop moving through an area of the park where an animal is being walked. Communicate with the handlers to know where the animal is and where you may go.
10. Whenever an animal keeper is working with an animal, either inside or out of an enclosure, the handler would greatly appreciate if you would help to control any guests present. Remember our priority is guest safety. Further, if you can take

responsibility for the crowd, the handler can maintain full focus on the animal without distraction.

11. If you witness an animal emergency, notify management immediately.
12. Above all, BE AWARE!
13. Always have "Counter Attack" pepper spray within arm's reach for use in emergency situations. Make sure you know how to use the Counter Attack. If you do not know how to use Counter Attack, ask the supervisor.
14. Remove any tripping or slipping hazards and stones on pathways and floors.
15. Know where fire extinguishers are located as well as how to use them. If you do not know how to use an extinguisher, ask the supervisor.
16. When operating a golf cart, drive slowly and safely. Be aware of the cart's capabilities and do not attempt to drive up too steep an incline or through mud.
17. If authorized to operate a corporation vehicle, do so according to all traffic laws including fastening your seat belt and adhering to the posted speed limit. No cell phone use while driving.
18. Keep all facilities clean including Food Prep and the Tool Barn.

Radio Procedures

1. ALWAYS carry a working radio.
2. If your radio's battery begins running low, replace the radio or the battery immediately. It is critical to have a working radio at all times.
3. ONLY USE THE RADIO WHEN NECESSARY. Do not play music or hold long and unnecessary conversations. The radios are intended to facilitate communication for accomplishing required tasks or in emergency situations.
4. Radios should be left on Channel 2.
5. If you need to discuss a sensitive situation or will need to discuss a topic in great detail, ask the other person to switch to Channel 3. This will save Channel 2 for others to use while you communicate with the other individual in detail.
6. If you are asked to switch to Channel 3, move away from guests as this procedure is used for sensitive information.
7. When a CODE RED has been called on the radio, communication should be greatly limited; do not speak unless in response to a question from the Emergency Supervisor or to communicate critical information to the Emergency Supervisor (See Emergency Procedures).
8. If you need immediate assistance with a guest, but do not want to alert the guest to your call for back up, incorporate the word "Akela" (Uh K Lah) into a question or statement that also specifies your location. For example, call on the radio, "What time is Akela the Tiger coming out?" or "I just noticed Akela the Tiger is looking a little anxious." This will alert all personnel that you need immediate assistance by the Tiger enclosure.

Security Fences:

1. Do not go behind security fences or into animal enclosures without proper training and authorization.
2. Always close and lock security gates behind you. They are there for a reason.
3. Always lock gates when you are done, even if you think you will be right back. It only takes a minute for some small child to be in danger and it's quite possible that you may be sidetracked by another situation or emergency.
4. While the park is open to the public, only animal keepers and approved individuals are permitted behind security fences. Remaining volunteers may visit with the animals when the park is closed, as permitted by the Programs Manager.
5. Never leave a safety gate unlocked when the park is open. If you see a security gate unlocked, then remain near the gate and call the rest of the team to insure someone is not on the other side.
6. Security fences are to keep people out and keep the animals safe from the people. Do not allow people to climb on or over the fences.
7. Do not allow parents to set their children on top of fences.
8. If you see someone climbing a fence, politely ask them to get down. Experience shows that fence climbers are consistent offenders, usually children, and can be easily hurt by the animals on the other side. Be aware of these people's location and actions during the rest of their stay at Animal Ark.
9. If an individual continually climbs the security fence, despite repeated requests to not climb fences, inform the supervisor. As a supervisor, it is your responsibility to ensure the person's safety as well as the animal's safety. This may mean asking an individual to leave, politely and tactfully. If management is present on the facility, inform them of the situation and follow their instructions. If they are not present, then it is your responsibility. Regardless, report such incidents to management.



Facility Maintenance

1. Gloves must be worn when working with wood or other materials that can splinter.
2. Safety glasses must be worn when working near power tools in operation.
3. Ear plugs must be worn when working near power tools or other noisy machinery such as weed eaters in operation.
4. Face masks must be worn when working in situations where large amounts of particulates or dust can be placed into the air.
5. Ladders must be inspected prior to use for any safety hazards.
6. Ladders must be secured to prevent slipping.
7. Never lift more than you are comfortable with. Always lift with the legs. Back braces are available.

8. All electrical extension cords must be grounded.
9. Always coil hoses away from the trail where they pose a hazard to people or machinery.

Welding

1. Make sure the area is free of any and all combustible materials or other fire hazards.
2. Make sure you are working in a well-ventilated area.
3. Wear proper face and eye protection.
4. Inspect welder, attachments and equipment for any safety hazards prior to use.
5. Have fire suppression equipment available in the immediate vicinity.

Animal Safety Rules

We are responsible for the safety of the animals and our guests at the park. The safety of our guests is our first priority.

Remember this: if you get into trouble and are in a position of threat from one of the animals in your care, **THAT ANIMAL MAY HAVE TO BE INJURED OR KILLED TO RESCUE YOU**. Likewise, if a "high-risk" rabies carrier (any fox, coyote, or raccoon) even nips you and breaks skin, the Washoe County Health District's Environmental Health Services Division has the right to have the animal destroyed for rabies testing (see "Vector Species Policies").

Animal Interactions (through a fence barrier):

1. Never approach an animal that you have not been authorized to care for. Do not even approach the animal's enclosure. If you have been authorized to care for an animal, adhere to the guidelines provided during your training with that animal.
2. If the animal's keeper invites you to approach or even to interact, strictly adhere to directions given by the animal's keeper. Remember, this is a one-time authorization. You are not permitted to approach or interact until given direct, open-ended permission from the Programs Manager. This permission may be revoked at any time by the Programs Manager or upper management.
3. Never touch or attempt to interact with an animal unless given permission. This includes making animal calls (e.g. howling at the wolves).
4. Remember, you touch the animal at your own risk.
5. If you take the risk of touching any animal, be aware of where your fingers are. Never put yourself in an unsafe situation. Further, do not rely on "the animal won't bite me" but be prepared to insure "the animal *can't* bite me."

Animal Care:

1. Never enter an animal enclosure without prior authorization.
2. Always check the animal's location, behavior and attitude before entering an animal area.
3. Never rely on another person's word; always check for yourself that the animal has been locked out of an area before entering.
4. Again, **ALWAYS CHECK FOR YOURSELF!**

Animal Diet Preparation:

1. Wear gloves when handling raw meat.
2. Keep meat frozen until ready for use, and then keep refrigerated until fed out.
3. Keep all surfaces clean and sanitized.

Animal Interactions

(without a fence):

Occasionally, approved animal keepers may enter an animal enclosure with an animal (e.g. a cheetah yard run) or take an animal on a walk. In these instances, please understand the following guidelines:

1. Never enter an animal area without prior authorization. There are some animals you are never to go in with (tigers, bears, cougars, bobcats). Authorization must come directly from the Programs Manager and will be based upon training and the person's relationship with the animal.
2. Always check the animal's location, behavior and attitude before entering an animal area.
3. Never rely on another person's word; always check for yourself that the animal is in the appropriate location.
4. Again, ALWAYS CHECK FOR YOURSELF!
5. When authorized to go in with an animal, remember you are in the animal's territory/home. Don't be pushy. All animals – wild, domestic or human – are possessive of places and things perceived to be "mine."
6. Always have some plan of escape or other means of dealing with an "attack" by an animal. In some cases it may be wise to carry a shovel, rake, etc. You may want to carry a "bribe" such as a bit of food or a plaything.
7. Always have a backup keeper with you.
8. One keeper should have vinegar spray and the other keeper should have "Counter Assault" pepper spray within arm's reach.
9. Be aware of any changes in the animal's behavior. The slightest change may indicate it is time to end the interaction.
10. If you are the backup keeper, keep your eyes on the animal, primary handler and the public. Follow the primary handler's instructions at all times.
11. When taking an animal out of an enclosure, the animal must be in a crate or on a leash at all times.



12. The keepers must maintain full control of the leash at all times.
13. Be in communication with the remaining team members on the property. Let them know where you are and where you are taking the animal. This will ensure that there are no accidental encounters which could create a more dangerous situation.
14. Inform all personnel when the animal is locked back in its enclosure and the interaction is done so they know it is safe to move about the grounds.
15. If you are not a keeper involved with the animal interaction, you are responsible for maintaining control of any guests in the area to insure there is no safety hazard created by the guests' presence.

In the Case of a Bite

1. In the event of a bite from any animal, but especially an animal listed as a high risk rabies species by the Washoe County Health District (currently at Animal Ark: fox species, coyote and raccoon) you have the right to seek medical treatment.
2. In the case of an unprovoked, aggressive or otherwise out-of-character bite by an animal, the animal must go through a 10-day Quarantine:
 - a. There is to be no contact or interaction with the animal during the Quarantine.
 - b. The animal is to be isolated from other individuals for the length of the Quarantine.
 - c. Only Supervisors may perform routine animal care routines for an animal during Quarantine.
 - d. Supervisors should record detailed notes regarding the animal's behavior, appetite, water consumption, urination and defecation at least daily during the length of the Quarantine.
 - e. If the animal becomes sick or dies while in quarantine Washoe County Health District must be immediately notified.
 - f. This Quarantine Procedure may be modified or adjusted as necessary for medical or specialized care protocols or as directed by medical personnel.
3. Any and every bite must be thoroughly cleaned immediately, and management must be notified immediately. Management will notify Washoe County Animal Services and Washoe County Health District as necessary.
4. Any individual that is to care for a Vector Species animal must sign an Animal Keeper Release of Liability.

Crisis Plan:

An "emergency" at the facility may be defined as:

1. Any animal escaped from an enclosure.
2. An unauthorized person in an animal's enclosure.
3. An unauthorized person interacting with an animal through the fence.
4. Stray or unauthorized animals in the facility.
5. Fire.
6. Immobilizing drug accident.
7. Earthquake.
8. Serious injury or illness to any Employee or Guest.
9. Snake bite.
10. Any situation that threatens the safety of our guests, personnel and/or animals.

Weapons and Capture Equipment

Animal Ark Wildlife Sanctuary maintains a team of Qualified Shooters (weapons handling personnel) who are selected according to certain criteria including but not limited to:

1. Experience in animal capture techniques
2. Demonstrated proficiency with appropriate caliber firearms
3. Demonstrated to react well under pressure

A list of Qualified Shooters and their phone numbers will be posted next to each phone. This list is organized according to priority. In case of emergency, as instructed by the Emergency Supervisor call each person on the list until you reach someone. This individual will then continue the process, as necessary, so you may return to help with guest safety.

Qualified Shooters will be given a separate Weapon Handling and Chemical Restraint Protocols before beginning the Qualified Shooter Training Program.

Immobilization Equipment

- 1 Pair Kevlar Gloves
- 1 Catch Net with Telescoping Handle
- 1 Catch Net with 3' Handle
- 1 Ketch-All pole
- 1 Dan-Inject Jab Stick
- 1 Dan-Inject Blow Pipe
- 1 Dan-Inject CO2 Injection Pistol

Lethal Weapons

- .45 Glock 21
- Remington 870 Tactical Shotgun

Weapons Safety

1. No weapon will be armed (round in chamber, firing pin cocked) until it is ordered by the Emergency Supervisor, or unless a life threatening situation exists.

2. The safety is to be in the ON position and NO weapon will be fired until directed by the Emergency Supervisor unless the Qualified Shooter has been given a clear directive to shoot based on his/her discretion or if the shooter is faced with a life threatening situation to either guests or other employees/volunteers.
3. The designated shooter firing any weapon will take every precaution to have a clear field of fire. That is, not in the direction of any person(s), building(s), vehicle(s) or any object which could cause injury or a ricochet.
4. THINK BEFORE YOU SHOOT. In the event of a dangerous animal escape from the confined space of a building or enclosed service area, the appropriate rifle or shotgun is to be used to backup other efforts to recapture the animal. THE RIFLE/SHOTGUN IS NOT TO BE DISCHARGED, EXCEPT IN A SITUATION THAT IS LIFE-THREATENING TO EITHER PERSONNEL OR THE PUBLIC OR IF SO DIRECTED BY THE ES. If it becomes necessary to shoot, SHOOT TO KILL. Immediately reload the rifle/shotgun for the next round, in the event a second shot is required.

Emergency Procedures

Emergency Supervisors

One staff member each day will be designated the Supervisor. It is this person's responsibility to oversee all park activities. If a crisis occurs and no member of upper management has declared their presence on the property to the Supervisor, then the Supervisor responds to a CODE RED as the Emergency Supervisor. All personnel are subordinate to the Emergency Supervisor.

When a member of upper management arrives on the property, it is his/her responsibility to notify the Supervisor of their presence. If a crisis occurs, the member of upper management should respond to a CODE RED as the Emergency Supervisor.

If multiple members of upper management are present, it is each individual's responsibility to know which one of the managers is to respond as Emergency Supervisor in the event of a crisis.

When the last member of upper management is departing the park, it is his/her responsibility to notify the Supervisor so that the Supervisor is aware that he/she is to respond to a CODE RED as the Emergency Supervisor.

Any individual designated to respond as Emergency Supervisor at a given time may relinquish said designation to the next appropriate individual. For example, if the Executive Director is on the property, he/she would respond as the Emergency Supervisor. However, if the Executive Director is to be in a meeting with the Board of Directors and is not going to be monitoring the radios, he/she may elect to inform the Supervisor that they are to respond as Emergency Supervisor until he can be informed by direct conversation. When a CODE RED is announced, the Emergency Supervisor should respond by identifying themselves. For example, "This is [Insert Name]. I am now the Emergency Supervisor. What is the emergency?"

The Emergency Supervisor should have the "Big Picture." Therefore, it is the Emergency Supervisor's responsibility to:

1. Communicate efficiently with all personnel.
2. Identify where guests and personnel are located and coordinate their movements through the park.
3. Instruct personnel on proper actions to be taken.
4. Coordinate emergency response with Outside Agencies.

In any emergency...

1. Immediately declare a CODE RED over the radio.
 - i. Once a CODE RED has been declared, all radio communication not related to the emergency-at-hand should cease.
 - ii. Wait for the supervisor or top management person in the park for that day to respond. This person is now the Emergency Supervisor. All staff are subordinate to the Emergency Supervisor who will be responsible for all actions and procedures during the emergency situation.
 - iii. If you are not carrying a radio, ask the nearest staff or volunteer to declare the CODE RED.
2. Once the Emergency Supervisor replies, report all applicable and necessary information, according to the individual instructions below.
3. Rescuing/Evacuating guests ALWAYS takes precedence over animal recapture/evacuation.

Outside Agencies and Unified Command System

Ideally, any emergency can and should be safely handled entirely by specifically designated staff. Washoe County Animal Control, Law Enforcement, the Nevada Division of Wildlife and other outside agencies should not be directly involved unless the 1) internal situation gets out of control or 2) if an animal escapes the perimeter fence. In either of these circumstances, the Emergency Supervisor will relinquish control to the senior agent of the responding outside organization. If an outside agency responds to a situation beyond those circumstances described above, such as if called by a guest on a cell phone, the Emergency Supervisor retains control until 1) he or she decides otherwise or 2) the situation escalates to the criteria described above.

Animal Ark representatives have contacted those agencies likely to respond to an emergency. These agencies have a copy of this Safety Program and instructions as to their role in an Animal Ark emergency. They have been instructed to report to the Admissions Attendant upon arrival and await further information or instructions. This is for their safety as this allows the Emergency Supervisor to apprise the representatives of the outside agency of current conditions and response.

Media Response

As many people have cell phones, it is entirely possible that word of a crisis at Animal Ark may reach the media before we even fully understand the crisis itself. Therefore, it is Animal Ark's policy that no personnel disclose any information to a media representative except the Executive Director, Programs Manager or an agent named by them. If you are

approached, simply refer them to the Executive Director, Programs Manager or an agent named by them.

Individual Emergency Protocols

I. Escaped Animal

A. Individual observing an escaped animal should:

1. Declare the CODE RED according to the procedure above.
2. Once the Emergency Supervisor replies, report the following:
 - a. What animal(s) has escaped
 - b. Where the escaped animal was last seen
 - c. What direction the animal was moving
3. Respond according to instructions from the Emergency Supervisor and protocols for "Remaining Personnel" outlined below.

B. The Emergency Supervisor will:

1. Communicate with all staff and volunteers to verify animal location and movement as well as the locations of groups of guests.
2. Inform necessary staff and volunteers of animal location and movement.
3. Instruct all staff and volunteers about appropriate actions. For example, when and where they should guide guests.
4. Retrieve appropriate weapons, immobilization devices, catch poles/nets, and/or enclosed crates/carriers. As necessary, the Emergency Supervisor will instruct a staff member or volunteer to retrieve these from known locations.
5. Instruct Admissions Attendant to call appropriate outside organizations such as:
 - a. Veterinarians requesting immobilization drugs or other related services.
 - b. Medical services in case of human injury.
 - c. Police and Animal Control.

C. Admissions Attendant

1. Close the Admission Gate. Stay near the gate to open it and let people out.
2. Call Qualified Shooters or Outside Agencies as instructed by the Emergency Supervisor.
3. Inform Emergency Supervisor of arrival of outside personnel. These individuals are not allowed into the facility until instructed by the Emergency Supervisor.
4. Keep guests in the Bobcat Bazaar until Emergency Supervisor sounds the All Clear.
5. Obtain guest names, phone numbers and number in party. You may leave paper and pen out for the guests to provide this information on their own while you monitor the gate. This is important in the event follow-up contact is required.

D. Remaining Personnel

1. Gather anyone not by the Admissions gate in a safe, enclosed structure. Ideally this is the House or Food Prep. In the canyon or fox circle this would be a single cabana. ALL visitors must be accompanied by a staff or volunteer.

Fewer large groups are easier to safely manage than many small groups spread throughout the park.

2. Movement through the park must be limited. We do not want accidental encounters.
 - a. As you are told of the animal's whereabouts and movements and instructed by the Emergency Supervisor, guide your group of guests to safer locations (such as from a fox cabana into the house) or out of the park. Remember, do not take chances; do not move from location to location unless you are absolutely sure that it is safe to do so.
 - b. Groups should be combined, as possible to allow animal keepers to assist in recapture.
 - c. At all times, remain calm. Keep your group of guests calm as well.
 - d. If the escaped animal approaches you and your group:
 1. Remain calm.
 2. Report location and direction of movement to the Emergency Supervisor.
 3. Stay between the animal and your group of guests, but do not approach or threaten the animal.
 4. Strictly follow the instructions from the authorities involved in retrieving the animal.
 5. If absolutely necessary, use your "Counter Assault" pepper spray or even a fire extinguisher to move the animal away from the group.
3. Animal Keepers not accompanying guests should...
 - a. Strictly follow all instructions provided by the Emergency Supervisor.
 - b. Watch the animal from a safe distance; do not approach or chase the animal.
 - c. Make sure that other animals also housed in the same enclosure are accounted for and secured.
 - d. Do not get between the animal and its exhibit as it may try to return to its enclosure.
 - e. Quickly make sure the enclosure gate is open so it can re-enter.
 - f. Do not block the animal's only path of escape, that is, do not corner the animal.
 - g. Do not put yourself in danger. Some animals can be very dangerous and others are high-risk rabies carriers.
 - h. Keep calm as not to excite the animal or the public.
 - i. THINK!



E. Analysis of Recapture

1. Once the animal has been recaptured, and prior to its release back into the enclosure, the exhibit will be examined closely to determine method of escape. The enclosure will be repaired immediately to prevent further escapes.
2. Management will have 48 hours to conduct an initial investigation including interviewing all personnel involved, gathering any statements from guests in the park during the situation and inspecting the enclosure to identify the means of escape.
3. Within 48 hours of an animal escape, management will conduct a meeting with all senior staff and all personnel involved in the emergency situation. The primary objective of this meeting is to document the cause of the escape and the measure of efforts, method and results of the recapture operation. Management should also discuss and analyze the equipment used and personnel performance. Finally, the attendees will discuss how to prevent similar future escapes and initiate action to that goal, such as construction and maintenance work.

II. Unauthorized person in enclosure with animal.

A. Anyone observing an unauthorized person in an enclosure with an animal should:

1. Immediately declare a CODE RED.
2. Once the Emergency Supervisor has responded, report the following:
 - a. Location of emergency (which enclosure)
 - b. Number of people in enclosure
 - c. Condition of people in enclosure
 - d. Which animal(s) is in enclosure if identification possible
 - e. Condition of animal(s)
3. Instruct any and all visitors to quickly but calmly leave the area. A crowd often excites animals and may worsen the situation.

B. The Emergency Supervisor will:

1. Communicate instructions such as which keeper should respond.
2. Instruct the Admissions Attendant or another individual to call 911 as necessary. Do not wait for an injury to occur!
3. Retrieve necessary weapons as outlined in Escaped Animal Procedure.

C. Responding Animal Keeper should:

1. ALWAYS STRICTLY follow any and all instructions from the Emergency Supervisor.
2. Attempt to separate the animal(s) from the person(s) by:
 - a. If the animal is in a calm state, lure the animal away or into a lockout using food.
 - b. If the animal has grabbed the person and the person is near a gate, you may use your "Counter Assault" or a fire extinguisher to cause the animal to back away from the person while you pull the person to safety.

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- c. BE CAUTIOUS NOT TO DO ANYTHING THAT WOULD ANGER THE ANIMAL AND WORSEN THE SITUATION. DO NOT RISK ADDITIONAL SAFETY BREACHES.

D. Situation Analysis

1. Management will have 48 hours to conduct an initial investigation including interviewing all personnel involved, gathering statements from guests in the area during the situation and inspecting the enclosure to identify how the person entered as well as preventive measures.
2. Within 48 hours of an unauthorized animal encounter, management will conduct a meeting with all senior staff and all personnel involved in the emergency situation. The primary objective of this meeting is to document the cause of the encounter and the measure of efforts, method and results of the rescue operation. Management should also discuss and analyze the equipment used and personnel performance. Finally, the attendees will discuss how to prevent similar future encounters and initiate action to that goal, such as construction and maintenance work.

III. Unauthorized Individual Interacting with an Animal at the Fence

- A. Anyone observing an unauthorized individual interacting with an animal at the fence should (i.e. the situation is not yet severe):
 1. Immediately inform a supervisor or management person of the situation.
 2. Speak calmly to the individual, having them move away.
 3. Do not add to the situation by attracting the animal's attention (if it is not yet aware) or hyping the animal or individual.
- B. Anyone observing an animal holding an individual through the fence should:
 1. Immediately call Code Red.
 2. Get to the individual's side.
 3. Pull out their pepper spray.
 4. Instruct the individual to close their eyes. There will be bounce back that will affect you and the unauthorized individual.
 5. Prepare to, in rapid sequence, spray the pepper spray in the animal's face and pull the individual away from the fence.

IV. Unauthorized Animals on the Premises

- A. Anyone observing an unauthorized animal on Animal Ark property should:
 1. Immediately inform a supervisor or management person of the animal's species, location, and direction of movement.
 2. If the animal is a dangerous species (e.g. mountain lion) gather all guests to safe, enclosed areas as in the Escaped Animal Procedure.
 3. All staff and volunteers are to strictly adhere to instructions provided by the supervisor or management person in charge.
- B. The supervisor will:
 1. Determine appropriate response and act accordingly.
 2. If the unauthorized animal is a dog and you can identify the owner, call them.
 3. Call Washoe County Animal Control if

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- a. The unauthorized animal is considered dangerous (e.g. mountain lion or a small animal acting rabid).
- b. The unauthorized animal is a domestic animal and has been captured by us (Washoe County Animal Control does not respond unless the animal is captured).
- 4. Inform management of the following:
 - a. Type of animal on property
 - b. Number of animals, if possible
 - c. Type of response
 - d. Any minor injuries should still be reported using the Injury Report Forms

V. A Special Word About Fires

Since opening Animal Ark, the facility has been threatened by wildfire numerous times and may be again.



In 1984 a total animal evacuation of the facility took place and in 1994, an evacuation was started and then halted when the fire changed direction and burned itself out. In August 1999 a wildfire swept through Animal Ark 45 minutes after it started. 18 evacuated animals and staff were trapped in the parking lot as the fire burned around them. Fortunately, no lives, animal or human, were lost.

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In the event of a future fire threat, please remember that our First Priority is Guest Safety.

It is our belief that it is less traumatic to offer "safe zones" for the animals, and we are working toward that end. The final decision to load the animals is not an easy one and is only made as a last resort by upper management.

In the event of a serious, threatening fire the following are contacted:

1. Washoe County Sheriff's Department
2. Washoe County Animal Control
3. The facility veterinarian(s)
4. Truckee Meadows Fire Protection District or Incident Commander if determined



Everyone wants to save the animals but you have to have the proper training and equipment to do so. If you have some training, please feel free to speak with management now – do not wait for an emergency situation. In the event of a fire, management will contact those individuals known to have the proper training, according to the current needs. You do not need to contact the Ark (except to determine scheduling issues or other similar questions).

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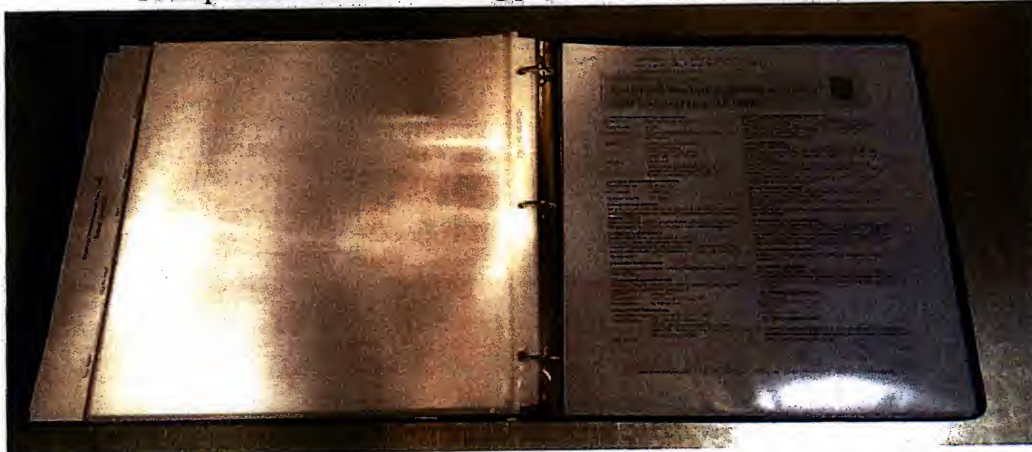
VI. Drug Accident

A. General Safety for Anesthetics and Tranquilizers:

1. During animal immobilizations or in the case of animal escapes, be aware of:
 - a. What type(s) of drugs are being used
 - b. Who is using them and who is in control
 - c. How they are being used (CO2 pistol, jab-pole, blow gun, etc.)
2. Always place yourself behind the person administering the drugs and out of the path of the dart or a possible ricochet.

B. If a drug is injected or splashed on a person:

1. Notify additional personnel by radio.
2. Determine what drug and how much was involved.
3. Identify where on the body it was injected or splashed.
4. Immediately begin flushing the area with large amounts of water.
5. Note the time.
6. In the case the drug is a narcotic, the supervisor should:
 - a. Call an ambulance immediately or have someone else call. Make sure all personnel know that an ambulance is en route and where to send them upon arrival.
 - b. Watch for signs of difficulty breathing, loss of consciousness and/or hallucinations.
 - c. If the victim is having difficulty breathing, loosen collar and belt. Be prepared to administer CPR if trained to do so.
 - d. Attach the appropriate drug package insert (from the drug box) to the victim's shirt. The insert will give information about the drug, which will be important for the attending physician at the hospital to have.



- e. If possible, a designated staff member should accompany the victim to the hospital.

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VII. Earthquakes

- A. During and after an earthquake, if you are able to walk, volunteers and staff should move guests to an area which is not threatened by falling objects or structures.
- B. After the earthquake:
 - 1. Move guests to the parking lot
 - 2. Report with the supervisor
 - 3. Take note of any visible damage and report to the supervisor
 - 4. Staff and animal keepers should begin a walking inspection of damage to the facility
- C. If a cage has been damaged:
 - 1. Check to see if all animals are accounted for.
 - 2. Move animals to a secure enclosure.
 - 3. If necessary, follow the Escaped Animal Procedure.

VIII. Guest Injuries and First Aid

- A. Anyone seeing an ill or injured guest should immediately notify the supervisor.
- B. In severe situations, call 911.
- C. Never administer care unless instructed by 911 Operator or to save life or limb.
- D. First Aid kits are available in the Gift Shop and in Food Prep.
 - 1. No staff member or volunteer is allowed to administer First Aid to a guest except to save life or limb.
 - 2. Offer use of a First Aid kit.
 - 3. Help the guest to be comfortable without moving the person yourself:
 - a. Allow the person to sit on the couch in the Volunteer Lounge
 - b. Bring the person water

IX. Venomous Snake Bites:

- C. Call 911 immediately.
- D. Keep the person calm and still.
- E. Keep the wound below heart level.
- F. Do NOT use a tourniquet, cut-and-suction, electro-shock or ice on the wound.
- G. Watch the individual for reactions.
- H. Remove jewelry in anticipation of swelling.
- I. Attempt to identify the snake, if possible.
- J. Note the time.

A17-205180

**Animal Ark Animal List**

(Updated August - 2019)

Species:	#/Sex: M - F	
Black Bear	2.1	Gracie, Eli, Gibbs
Bobcat	1.1	Whiston, Piper
Canada Lynx	1.0	Legend,
Cheetah	2.0	Moyo, Jamar
Coyote	1.2	Sadie, Kenny, Kemper
Desert Tortoise	1.1	Jonni, Mr. Peabody
Gray Wolf	2.1	Monty, Timon, Lydi
Great Horned Owl	1.0	IO
Gyrfalcon	0.1	Foreste
Kestrel	0.1	Cheeky
Kit Fox	0.1	Kiera
Merlin	1.0	Maverick
Mountain Lion	2.1	Milo, Daniel, Elsie
North American Porcupine	2.0	Markie Mark, Gizmo
Raccoon	1.2	Rocket, Leia, Rey
Red Fox	2.0	Jake, Elwood
Tiger	0.2	Poppy, Lily
Turkey Vulture	Unkn.	Ivan
Jaguar	1.0	El Santo

19 Species

35 Animals

This is current list. However, we have housed as many as 45 animals at one time in the past ten years. This list fluctuates as animals pass away and new animals taken in.

"Animal Ark, a wildlife sanctuary, inspires environmental stewardship through wildlife education"

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